

Customer Service Advice from Telstra

Extreme Weather events impact service in South East Queensland

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of a series of extreme weather events in the South East region of Queensland, on or about Thursday 2 April 2009 through to Sunday 5 April 2009.

Due to the effect of damage to the Telstra telecommunications network by extreme weather events which brought with it heavy rainfall, damaging winds and flash flooding, there has been a significant increase in the number of Telstra services being reported as faulty. As a result, there has been some disruption to service and delays to normal installation and repair activities.

Telstra apologises to any affected customers.

Information as to the nature of these severe weather events can be sourced from the Bureau of Meteorology (BOM). Also widely reported in the news media, were incidents of dangerous surf, flash flooding and stream rises referred to in the BOM Severe Weather Warning issued for 2 April 2009 initially at 12:15 PM Thursday 2 April 2009.

Telstra has identified that the effect of these circumstances applies to approximately 21418 services. This number may increase as Telstra assesses the full affect of the extreme weather conditions. Based on current information, the resumption date of normal service operations is expected to be 27 April 2009. This date is indicative only; Telstra customers should anticipate that some further delays may occur. Telstra regrets any inconvenience caused to customers and thanks them for their patience while this work is being undertaken.

Telstra services encompassed in this exemption are; in the area bounded by and including, but is not limited to the area starting at Rainbow Beach, follow the coastline south past Caloundra, Redcliffe and Southport to Currumbin Creek, then south to the New South Wales border. Follow the border west past Springbrook to the eastern boundary of Main Range National Park, then southwest through Liston back to the NSW border, and follow the border west to Mole River, then follow the Bruxner Highway west to Bonshaw, then go northwest to Texas and follow the QLD/NSW border west past Goondiwindi to Mungindi. From Mungindi follow the Carnarvon Highway north to Nindigully, then go northeast to Southwood, then east northeast to Moonie, then east through Brookstead to Cambooya, southeast to Aratula, then north to Coleyville. From Coleyville go northeast to Mutdapilly then north northwest to Coominya, northwest to Boondooma, east northeast to Proston, northeast to Windera, northeast to Brooweena, southeast to Glenwood then east back to Rainbow Beach. All suburbs, towns and off shore islands and coastal areas serviced by Telstra within these boundaries are encompassed in this exemption.

Services in the area mentioned above with phone numbers in the following number ranges may have been affected:

07 3003 0000	To	07 3012 9999	07 3800 0000	To	07 3907 0999
07 3030 0025	To	07 3030 9817	07 4162 1000	To	07 4179 9099
07 3200 0000	To	07 3300 9999	07 4612 3000	To	07 4615 2497
07 3311 1080	To	07 3325 5999	07 4630 3000	To	07 4639 4709
07 3341 0000	To	07 3437 8999	07 4652 1000	To	07 4698 8246
07 3601 0364	To	07 3602 5448	07 5422 0000	To	07 5580 8999
07 3630 0000	To	07 3666 0999	07 5591 1001	To	07 5598 8998
07 3700 4012	To	07 3720 9999			

As these circumstances were outside of Telstra's control, Telstra is claiming an extension to time frames applying under the *Telecommunications (Customer Service Guarantee) Standard 2000 (No.2)*. This means that Telstra is notifying customers that normal service time frames may not be met during the period of **6 April 2009 to 27 April 2009** inclusive (based on Telstra's estimated recovery schedule correct at the time of publication of this notice).

If you have any questions regarding your eligibility for a CSG payment under this notice, or would like us to reconsider whether the circumstances were a proper basis for claiming an exemption, you may contact us on the number displayed on your telephone account or alternatively on 132203 for service difficulties and faults or 132200 for sales, installations and billing- quoting CSG Exemption reference number **20090406-QLD-S-C-P-SOUTH EAST QUEENSLAND**.

Copies of this notice are available on our Internet site at www.telstra.com.au/msd/ or you may request a copy by calling one of the Telstra numbers mentioned above.

If, after calling Telstra you are still not satisfied with the outcome, you have the option to raise the matter with the Telecommunications Industry Ombudsman (TIO). Information on the TIO and contact details are available on the Internet (www.tio.com.au) and in the White Pages® directory.

