

Customer Service Advice from Telstra

Telstra relief effort following the flooding disaster across Queensland impacts service in Adelaide and greater surrounds.

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of major flooding in Queensland.

The natural disaster and flooding that followed has caused extensive damage across Queensland, significantly impacting Telstra's normal operations from Thursday 2 April 2009.

With a large part of Queensland now flood-declared, there has been a significant increase in the number of customers experiencing problems with their telephone service.

To assist the recovery effort, some technical staff have been deployed from across Australia including **Adelaide and greater surrounds**, to assist the affected residents.

While this extraordinary relief effort is underway, some customers in your area may experience some delays in the connection and restoration of their telecommunications' services.

Telstra apologises to customers for any inconvenience caused by this national relief effort, and thanks them for their patience during this time.

Telstra has identified that the effect of these circumstances applies to approximately 4808 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 4 May 2009. This date is indicative only; Telstra customers should anticipate that some further delays may occur.

Telstra services encompassed in this exemption are; in the area bounded by and including, but is not limited to, the area starting at Rosedale go southwest to Gawler, south to One Tree Hill, then southeast through Kersbrooke to Birdwood, south to Mt Torrens, southwest to Woodside, then southeast to Brukunga, south to Dawesly and southwest to Wistow. From Wistow go west to Echunga, then northwest to Bradbury, south to Kangarilla, southwest through McLaren's Flat to Aldinga, west to Aldinga Beach, then follow the coastline north past Henley Beach to Lower Light then east past Reeves Plains and Roseworthy back to Rosedale. 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:

08 8124 0110	To	08 8132 1899	08 8443 3000	To	08 8449 9999
08 8152 0002	To	08 8152 0999	08 8520 2000	To	08 8536 4145
08 8162 9000	To	08 8189 1099	08 8556 3577	To	08 8557 8899
08 8211 6000	To	08 8299 9999	08 8568 5000	To	08 8568 5799
08 8321 9000	To	08 8398 5599			

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 timeframes may not be met during the period commencing **15 April 2009 to 4 May 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 **20090415-SA-S-F-P-ADELAIDE**.

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.

