

Customer Service Advice from Telstra

Extreme Weather events impact service in Brisbane

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 Brisbane region of Queensland on or about Sunday 21 June 2009 through to Monday 22 June 2009.

Due to the effect of damage to the Telstra telecommunications network by an extreme weather event that brought with it heavy rainfall 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). Flood warnings were referred to in the BOM Severe Weather Warning issued for 22 June 2009 initially at 3:53 pm Monday 22 June 2009; and were widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances applies to approximately 7260 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 29 June 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 Maroochydore follow the coastline south past Caloundra, Redcliffe and Southport to Currumbin Creek then go south to the New South Wales border and follow the border west past Springbrook and follow the Mt Lindesay Highway to the eastern boundary of Main Range National Park, then follow the boundary in a north westerly direction to Mt Castle, then go northeast past Coleyville to Mutdapilly. From Mutdapilly go north through Amberley to Borallon, then northeast to the Brisbane Forest National Park. Follow the western boundary of the national park north, then go west to Daguilar Range, northeast to Ocean View, then north through Wamuran to Peachester, then northwest through Conondale to Imbil then southeast to Yandins, south to Woombye and east back to Maroochydore. All suburbs and towns 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 3700 4012	To	07 3720 9999
07 3030 0025	To	07 3030 9817	07 3800 0000	To	07 3907 0999
07 3200 0000	To	07 3300 9999	07 4630 9001	To	07 4639 4709
07 3311 1080	To	07 3325 5999	07 4652 1000	To	07 4698 7039
07 3341 0000	To	07 3437 8999	07 5422 9000	To	07 5580 8999
07 3601 0364	To	07 3602 5448	07 5591 1001	To	07 5598 8998
07 3630 0000	To	07 3666 0999			

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 **24 June 2009 to 29 June 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 **20090624-QLD-E-C-P-BRISBANE**.

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.

