

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 Friday 13 February 2009 through to Saturday 14 February 2009.

Due to the effect of damage to the Telstra telecommunications network by heavy rainfall, localised flash flooding and strong winds 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 Weatherzone (www.weatherzone.com.au).

Telstra has identified that the effect of these circumstances applies to approximately 11046 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 February 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 south to the New South Wales border, then follow the border west past Springbrook and 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 north-east past Coleyville to Mutdapilly. From Mutdapilly go north through Amberley to Borallon and then north-east to the Brisbane Forest National Park. Follow the western boundary of the national park north and then go west to Dagular range, then north-east to Ocean View, then north through Wamuran to Peachester, then north-west through Conondale to Imbil then south-east 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 4612 3000 | To | 07 4615 2497 |
| 07 3311 1080 | To | 07 3325 5999 | 07 4630 9001 | To | 07 4639 4709 |
| 07 3341 0000 | To | 07 3437 8999 | 07 4652 1000 | To | 07 4698 7039 |
| 07 3480 5000 | To | 07 3511 7999 | 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 **17 February 2009 to 27 February 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 **20090217-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.

