

# Customer Service Advice from Telstra.

## **Extreme Weather events impact service in Central and Southern 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 Central and Southern region of Queensland, on or about Monday 1 March 2010 through to Tuesday 2 March 2010.

Due to the effect of damage to Telstra telecommunications network by an intense monsoonal low which has brought with it heavy rains and wide spread 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). Heavy rainfall and flash flooding referred to in the BOM Severe Weather Warning issued for 1 March 2010 initially at 5:15 am on Monday 1 March 2010; all of which were widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances applies to approximately 14,855 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 15 March 2010. 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 Rundle Range National Park on the coast follow the coastline south easterly past Bundaberg and Maroochydore, Brisbane and Surfers Paradise to Currumbin Creek then south to the New South Wales border, then follow the border south west to Bonshaw. From Bonshaw go west into New South Wales at North Star, then north west to South Talwood in Queensland near the state border and follow the New South Wales/Queensland border west until it reaches the border with South Australia, then follow the border north to Haddon Corner and west again to Poeppel Corner, then north to the boundary of the state border and the Simpson Desert National Park, then go east northeast to Coorabulka station, then north east through Kynuna to Nonda, then south east through Sesbania station to Dunrossie station, then north east to Mount Coolon, south east through Dysart to Middlemount, then east to Junee National Park, then south east to Dingo, then south to Bauhinia, east to Moura, then north northwest to Baralaba, then north east through Wowan back to the coast at Rundle Range National Park. All suburbs, towns, 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 4140 8000 To 07 4140 8998  
07 3030 0025 To 07 3030 9817      07 4151 0000 To 07 4179 9099

07 3200 0000	To	07 3300 9999	07 4193 9000	To	07 4194 6998
07 3311 1080	To	07 3325 5999	07 4612 3000	To	07 4639 6999
07 3341 0000	To	07 3437 8999	07 4928 9854	To	07 4937 1999
07 3601 0364	To	07 3602 5448	07 4972 0000	To	07 4998 1999
07 3630 0000	To	07 3666 0999	07 5411 4000	To	07 5411 4999
07 3700 4012	To	07 3720 9999	07 5422 0000	To	07 5580 8999
07 3800 0000	To	07 3907 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 **2 March 2010 to 15 March 2010** 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 **20100302-QLD-E-C-P-CENTRAL & SOUTHERN QUEENSLAND**.

Copies of this notice are available on our Internet site at [www.telstra.com.au/msd/](http://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](http://www.tio.com.au)) and in the White Pages® directory.

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