

## **Customer Service Advice from Telstra.**

### **Extreme Weather events impact service in Central & Western 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 Western region of Queensland on or about Sunday 31 January 2010, through to Wednesday 3 February 2010.

Due to the effect of damage to the Telstra telecommunications network by ex Tropical Cyclone Olga, 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, flash flooding and damaging winds have been referred to in the BOM Severe Weather Warning issued for 31 January 2010 initially at 4:50 am on Sunday 31 January 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 4755 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 February 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 the northern most point of Torilla Peninsula follow the coastline south easterly past Rockhampton, Bundaberg and Maroochydore to Redcliffe, then go southwest to Strathpine, west to Cashmere, northwest to Dayboro, southwest to Coominya, south to Rosevale, west to Clifton, northwest through Pittsworth to Cecil Plains, west south west to Moonie, north to Tara, west to The Gums, then southwest through Westmar and Thallon to the Queensland/New South Wales border at Glendalough gate. From Glendalough gate follow the Queensland/New South Wales state 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 northeast through Kynuna to Nonda, then southeast through Sesbania station to Dunrossie station, then northeast to Mount Coolon, southeast through Dysart to Middlemount, then east to Tooloombah then northeast back to the northern most point of Torilla Peninsula. 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 3030 2634

To 07 3030 2634

07 4140 8000

To 07 4140 8998

07 3203 0000	To	07 3205 9999	07 4151 0000	To	07 4179 9099
07 3265 5211	To	07 3265 5211	07 4193 9000	To	07 4194 6998
07 3283 1000	To	07 3298 6998	07 4613 0000	To	07 4639 6999
07 3385 0000	To	07 3385 6999	07 4683 5345	To	07 4699 3999
07 3425 1000	To	07 3425 3901	07 4921 0000	To	07 4939 8998
07 3480 5000	To	07 3480 5999	07 4972 0000	To	07 4998 1999
07 3491 3000	To	07 3491 9999	07 5411 4000	To	07 5411 4999
07 3880 0000	To	07 3889 9997			

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 February 2010 to 15 February 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 **20100202-QLD-E-C-P-CENTRAL & WESTERN 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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