

Customer Service Advice from Telstra

Natural Disaster events impact service in the North Queensland region

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of a Natural Disaster in the northern region of Queensland, on or about Friday 30 January 2009, through to Wednesday 4 February 2009.

Due to the affect of damage to the Telstra telecommunications network from the impacts of Ex Tropical Cyclone Ellie which has resulted in major 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). The area affected was impacted by damaging winds and heavy rainfall brought on by Ex Tropical Cyclone Ellie issued for Queensland, initially at 11:45PM on 30 January 2009 through to 5:55 AM on 4 February 2009. This has been widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances applies to approximately 6253 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 **06 March 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 whilst this work is being undertaken.

Telstra services in the area bounded by and including but is not limited to, the area starting at Round Point, follow the coastline south past Cooktown, Cairns, Townsville, Mackay and Sarina to St Lawrence, then go West to Dysart, then north north-west to Moranbah, again north-west to Mount Coolon, then west through Dunrossie Station to Kynuna, then south-west to Middleton, continuing south to Palparara Station, then go directly west to the Queensland/Northern Territory border. Follow the Queensland border north to the Gulf of Carpentaria and then follow the coastline east, then north past Karumba and Pormpuraaw to Culleen Point, then go east back to Round Point. 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:

07 4031 0002	To	07 4069 9999	07 4770 1000	To	07 4798 6198
07 4081 0000	To	07 4099 6999	07 4941 5001	To	07 4969 6999
07 4721 0000	To	07 4729 1998	07 4983 5501	To	07 4983 5593
07 4741 0000	To	07 4758 1997			

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 **3 February 2009 to 6 March 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 **20090203-QLD-E-B-P-EX TROPICAL CYCLONE ELLIE**.

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.

