

Customer Service Advice from Telstra

Natural Disaster events impact service in the North Queensland region

As previously notified by Telstra on Tuesday 10 February 2009, normal operations in the North Queensland region were effected by a natural disaster on or about Friday 30 January 2009 through to Wednesday 4 February 2009. Telstra's telecommunications network in these areas experienced high levels of damage that resulted in delays to installation and repair activities on a significant number of Telstra services. The impact in the affected area has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has now been extended to 27 March 2009.

There has been an additional 11,008 services identified as being directly impacted by the conditions bringing the total number of impacted customers to 14,589 in the North Queensland region. Telstra has implemented a recovery plan to complete outstanding installation and repair work by 27 March 2009.

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 27 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.

