

# Customer Service Advice from Telstra

## Extreme Weather events impact service in North 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 Northern region of Queensland, on or about Sunday 24 January 2010, through to Wednesday 27 January 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). Destructive winds, very heavy rainfall, and localised flash flooding have been referred to in the BOM Severe Weather Warning issued for 24 January 2010, initially at 2:06am EST on Sunday the 24th of 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 2614 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 5 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 Cape Flattery follow the coastline south past Cairns, Innisfail, Ingham, Townsville and Mackay to St Lawrence. From St Lawrence go west southwest to Dysart, then northwest through Moranbah to Mount Coolon, north through Dalbeg to Millaroo, then northwest to Woodstock, northwest through Hidden Valley to Mt Fox, then north to Abergowrie. From Abergowrie follow the Cardwell Range to Tully Falls, then go west northwest to Innot Hot Springs, north northwest to Dimbulah, then east to Mutchilba, north to Mount Molloy, then northwest through Maryfarms to Maytown, then north east back to the coast at Cape Flattery. All suburbs and 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 4031 0002	To 07 4069 6999	07 4741 5117	To 07 4758 1997
07 4081 0000	To 07 4099 6999	07 4770 1000	To 07 4798 6198
07 4721 0000	To 07 4729 1998	07 4983 5501	To 07 4983 5593

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 **25 January 2010 to 5 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 **20100125-QLD-E-C-P-EX TROPICAL CYCLONE OLGA**. 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.

