

Customer Service Advice from Telstra

Extreme Weather events impact service in Cunningham and Gatton

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 Cunningham and Gatton regions of Queensland, on or about, Thursday 5 November 2009 through to Friday 6 November 2009.

Due to the effect of damage to the Telstra telecommunications network by an extreme weather event which brought with it heavy rainfall and large hailstones, 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). Damaging winds, flash flooding and large hailstones were referred to in the BOM Severe Weather Warning issued for 5 November 2009 initially at 12:32 pm Thursday 5 November 2009, and were widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances applies to approximately 417 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 16 November 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 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 Esk, follow the Brisbane Valley Highway to Moomba, then go south to Coominya, southeast to Glamorgan Vale, south southwest to Rosevale, south through Moogerah, to Koreelah National Park on the Queensland/New South Wales border and follow the border west through Liston and Wallangarra to Mingoola, then go north through Karara and Leyburn to Pittsworth, east to Cambooya, northeast to Hampton and east northeast back to Esk. All suburbs and towns 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 4612 3000	To	07 4615 249	07 4681 0000	To	07 4698 7039
07 4630 3000	To	07 4639 4709	07 5411 4000	To	07 5411 4999
07 4661 1000	To	07 4667 9299	07 5460 9000	To	07 5467 9996

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 **10 November 2009 to 16 November 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 **20091110-QLD-E-C-P-CUNNINGHAM & GATTON**.

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.

