

Customer Service Advice from Telstra

Extreme Weather events impact service in South East Queensland and the North Coast of New South Wales

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 south east region of Queensland and the north coast region of New South Wales, beginning on Sunday 16 November through to Monday 17 November 2008.

Due to the effect of damage to the Telstra telecommunications network by severe weather including thunderstorms, 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, very heavy rainfall, flash flooding and large hailstones referred to in the BOM Severe Weather Warning issued for Sunday 16 November initially at 12:46 pm; all of which have now been widely reported in the news media since these events.

Telstra has identified that the effect of these circumstances applies to approximately 14,141 services in both Queensland and New South Wales. This number may increase as Telstra assesses the full impact of the extreme weather conditions. Based on current information, the resumption date of normal service operations is expected to be 8 December 2008. 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 the New South Wales component of this exemption are located in the following area of New South Wales, that is bounded by and includes, but is not limited to the area starting at Tweed Heads on the NSW/QLD border, then south along the coast through Byron Bay and Ballina to the Broadwater National Park. From the Broadwater National Park continue west through Coraki to Tabulam South, then north to Tooloom, then northeast to Woodenbong, then northwest to the NSW/QLD border at the eastern boundary of the Main Range National Park. From the Main Range National Park, follow the NSW/QLD border in an easterly direction back to Tweed Heads. 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:

02 6621 2000 To 02 6649 7838 02 6661 3500 To 02 6689 9497

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 18 November 2008 to 8 December 2008 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 **20081118-QLD-E-C-P-SOUTH EAST QUEENSLAND**.

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.

The Telstra logo consists of the word "Telstra" in a bold, sans-serif font. The letter "T" is stylized with a grey, rounded shape behind it, resembling a signal tower or a stylized 'T'.