

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, Wednesday 17 February 2010 through to Friday 19 February 2010.

Due to the effect of damage to the Telstra telecommunications network by severe thunderstorms, heavy rain and flash 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). Heavy rainfall and flash flooding referred to in the BOM Severe Weather Warning issued for 17 February 2010 initially at 10:36 am Wednesday, 17 February 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 4424 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 8 March 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 Tribulation follow the coastline south past Cairns, Townsville and Bowen, Mackay and Rockhampton to Port Alma, then go west southwest to Bajool, then west to Gogango, then southwest to Woorabinda, then north northeast to Tooloobah, then west to Dysart, northwest to Mount Coolon, then north to Dalbeg, then northwest to Woodstock. From Woodstock go northwest through Hidden Valley to Mt Fox, then north to Abergowrie and then 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, north to Daintree, then northeast back to the coast at Cape Tribulation. 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 4912	07 4741 5117	To	07 4758 1997
07 4081 0000	To	07 4099 6999	07 4921 0000	To	07 4969 6999
07 4721 0000	To	07 4729 1998	07 4982 9132	To	07 4984 4606

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 **19 February 2010 to 8 March 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 **20100219-QLD-E-C-P-NORTH 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.

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