

Customer Service Advice from Telstra

Extreme Weather events impact service in North Queensland.

As previously notified by Telstra on Monday 8 December, normal operations in the North Queensland region were affected by extreme weather events on or about 27 November 2008 through to 29 November 2008. Telstra's telecommunications network in this area 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 31 December 2008.

There has been an additional 688 services identified as being directly impacted by the conditions bringing the total number of impacted customers to 3,135. Telstra has implemented a recovery plan to complete outstanding installation and repair work by 31 December 2008.

Telstra services encompassed in this exemption are; in the area bounded by and including, but is not limited to the area starting at Trinity Beach following the coast south through Cairns, Innisfail, Cardwell and Townsville to Alva Beach, then southwest inland to Reid River, then west to Dalrymple National Park, then north to the southern tip of the Paluma Range National Park. Follow the eastern border of the Paluma Range National Park in an anti clock wise direction to Hidden Valley then north west to Camel Creek then north to Girringun National Park then east to Cardwell. From Cardwell follow the eastern boundary of the Cardwell Ranges to Tully Falls, then go north-east to Palmerston, then west to Innot Hot Springs, north-west to Wolfram and north east through Biboohra and Kuranda back to Trinity Beach.

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 4093 5094	07 4770 1000	To	07 4798 6198
07 4721 0000	To	07 4729 1998			

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 1 December 2008 to 31 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 **20081201-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.

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 letter.