

Customer Service Advice from Telstra

Telstra is working to manage impacts of extreme weather events and offering assistance packages to affected customers

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 from Sunday 16 November through to Monday 17 November 2008.

Telstra residential and small business customers in Brisbane who have been evacuated from their homes or whose phone services have been affected by Sunday's severe storms, may be eligible for a relief package including:

- Free call diversion from their fixed line to another fixed or mobile service of their choice.
- Telstra Mobile customers who have been evacuated from their homes or who have lost their service due to the storms and who report this to Telstra will be charged at fixed line rates in accordance with their selected HomeLine® or BusinessLine® plan. This applies for local and STD® calls made on their mobile service (limited to one designated Telstra mobile per affected household or business).

To access the free call diversion or to report loss of their Telstra fixed service, customers should contact 13 22 03.

Telstra's telecommunications network has also suffered damages as a result of these storms, causing a significant increase in the number of Telstra services being reported as faulty, leading to some disruption to service and delays to normal installation and repair activities.

Telstra apologises to any affected customers and assures them that we are working to fix the damage as soon as possible. To date, we have mobilised over 100 technicians from other regions, including many from interstate, and redeployed these people to the affected areas to assist with recovery efforts.

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. 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 this exemption are; in the area bounded by and including, but is not limited to the area starting at Rainbow Beach on the coast follow the coastline south past Caloundra, Redcliffe and Southport then to the QLD/NSW Border. Then follow the NSW/QLD border in a westerly direction to the eastern boundary of the Main Range National Park. From Main Range National Park, follow the boundary in a northwesterly direction to Mt Castle then northeast to Coleyville. From Coleyville continue northwest to Mount Walker and then west to Brookstead, then continuing northeast to Acland, then north through Kumbia to Windera, then southeast to Amamoor and then east back to Rainbow Beach. 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:

07 3003 0000	To	07 3012 9999	07 3800 0000	To	07 3907 0999
07 3030 0025	To	07 3030 9817	07 4124 6891	To	07 4129 9299
07 3200 0000	To	07 3300 9999	07 4162 1000	To	07 4179 9099
07 3311 1080	To	07 3325 5999	07 4612 3000	To	07 4639 6999
07 3341 0000	To	07 3437 8999	07 4659 0000	To	07 4667 4895
07 3480 5000	To	07 3511 7999	07 4683 5345	To	07 4699 3999
07 3601 0364	To	07 3602 5448	07 5411 4000	To	07 5411 4999
07 3630 0000	To	07 3666 0999	07 5422 0000	To	07 5599 9999
07 3700 4012	To	07 3720 9999			

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.

