

Customer Service Advice from Telstra

Natural Disaster events impact service in the South East Queensland region

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of a Natural Disaster in the south east region of Queensland on or about 18 May 2009 through to 21 May 2009 and continuing.

Due to the affect of the damage to the Telstra telecommunications network by severe rains, flash flooding, and damaging winds, 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). The area affected was impacted by flash flooding issued for Queensland initially at 5:35 PM on 18 May 2009 through to 10:20 AM on 21 May 2009. Impacts from these events have been widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances applies to approximately 18205 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 10 June 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 whilst this work is being undertaken.

Telstra services in the area bounded by and including, but is not limited to the area starting at Hervey Bay, follow the coast line south past Noosa Heads, Brisbane and Surfers Paradise to Currumbin, then go southwest to Currumbin Creek, then south to the New South Wales border. Follow the border west past Springbrook to the eastern boundary of Main Range National Park, then go southwest through Liston back to the NSW border, and follow the border southwest to Mole River, then follow the Bruxner Highway west to Bonshaw, then go west northwest to North Star, northwest to Talwood, northeast to Southwood, east northeast through Moonie and Cecil Plains to Goombungee, north to Cooyar, northwest to Boondooma, northeast to Windaera, then northeast back to Hervey Bay via Brooweena. All suburbs and towns and coastal areas and offshore islands including Fraser Island 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 4152 0586	To	07 4152 0586
07 3200 0000	To	07 3300 9999	07 4162 1000	To	07 4179 9099
07 3311 1080	To	07 3325 5999	07 4193 9000	To	07 4194 6998
07 3341 0000	To	07 3437 8999	07 4612 3000	To	07 4639 6999
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 5580 8999
07 3700 4012	To	07 3720 9999	07 5591 1001	To	07 5598 8998

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 **20 May 2009 to 9 June 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 **20090520-QLD-E-B-P-SOUTHEAST QUEENSLAND FLOODING**.

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.

