

CUSTOMER SERVICE ADVICE FROM TELSTRA

Extreme Weather events impact service in Wide Bay and Southeast Coast

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 Wide Bay and Southeast Coast region of Queensland on or about Tuesday 16 January 2012.

Due to the effect of damage to the Telstra telecommunications network by severe 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). Very heavy rainfall and flash flooding are referred to in the BOM Severe Weather Warning issued for 16 January 2012 initially at 3:18 pm Monday, 16 January 2012; all of which were widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances may apply to approximately 1100 services. Some of these services may not be installed or repaired within Telstra's standard time frames. The number of possibly affected services may increase or decrease as Telstra assesses the full effect of the extreme weather conditions. Based on current information, the resumption date of Telstra's normal service operations is expected to be 24 January 2012. This date is indicative only, however, and may be subject to change once the full impact of the extreme weather conditions has been assessed. 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 are not limited to the area starting at 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 follow the coastline past Noosa Heads, Caloundra, Redcliffe to Brighton. From Brighton head west through Strathpine, Cashmere, Mt Samson to Cedar Creek. From Cedar Creek head north to Dayboro, then go west to Crossdale. From Crossdale go north through Somerset Dam to Kilcoy then go west to Woodford. From Woodford head north through Conondale, Imbil, Kandanga, Amamoor to Gympie. From Gympie head northeast back to Rainbow Beach. 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 3203 0000 To 07 3205 9999	07 3480 5000 To 07 3480 5999
07 3283 1000 To 07 3298 6998	07 3491 3000 To 07 3491 9999
07 3385 0000 To 07 3385 6999	07 3880 0000 To 07 3889 9997
07 3408 0000 To 07 3410 8999	07 5422 9000 To 07 5457 3999
07 3425 1000 To 07 3425 3901	07 5471 0000 To 07 5499 9999

As these circumstances were outside of Telstra's control, Telstra is claiming an exemption from compliance with time frames and performance standards required under the *Telecommunications (Customer Service Guarantee) Standard 2011*. Therefore Telstra is notifying customers that normal installation and repair time frames may not be met during the period from **17 January 2012 to 24 January 2012** inclusive (based on Telstra's estimated recovery schedule correct at the time of publication of this notice) and, under section 21 of the *Telecommunications (Customer Service Guarantee) Standard 2011*, Telstra will be exempt from complying with performance standards during this period.

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 **20120117-QLD-E-C-P-SUNSHINE COAST**.

Copies of this notice are available on our Internet site at <http://telstra.com.au/abouttelstra/commitments/mass-service-disruption/> or you may request a copy by calling one of the Telstra numbers mentioned above.

If, after calling Telstra on one of the above numbers, you remain unsatisfied with our response to your query, you have the option of raising 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® telephone directory.



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