

# CUSTOMER SERVICE ADVICE FROM TELSTRA.

## Extreme Weather events impact service in South East Coast, Wide Bay and Burnett, Darling Downs and Granite Belt in QLD and Northern Rivers and Mid North Coast of NSW

As previously notified by Telstra on Wednesday 1 February 2012, Telstra's normal operations in the South East Coast, Wide Bay and Burnett, Darling Downs and Granite Belt in QLD and Northern Rivers and Mid North Coast regions of NSW were affected by extreme weather events on or about Monday 23 January 2012 through to Tuesday 24 January 2012. Telstra's telecommunications network in these areas have experienced high levels of damage that resulted in delays to installation and repair activities on a significant number of Telstra services. Due to the extent of damage to the Telstra network, the impact in the affected region has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has now been extended to 9 March 2012.

Telstra has identified that the effect of these circumstances applies to an additional 7000 services bringing the total number of possibly affected services impacted to approximately 15000 services. The number of possibly affected services 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 9 March 2012. 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 are not limited to the area starting at Rainbow Beach follow the coastline south past Noosa Heads, Caloundra, Brisbane, Surfers Paradise, Tweed Heads, Ballina, Coffs Harbour, and Port Macquarie to Crowdy Head, then northwest through Comboyne, Yarras to Yarrowitch. Then go north through Moona Plains, Enmore, Rockvale, Backwater, red Range, Shannon Vale, to Tenterfield. From Tenterfield, go west through Bonshaw to North Star, then northwest to Talwood in Queensland. From Talwood go northeast to Southwood then east to Moonie, northeast to Cecil Plains, southeast to Brookstead, east to Cambooya then north to Wyreema, east to Hodgson Vale, southeast to Pilton, east to Rosevale then northeast through Coleyville to Mutdapilly then north to Amberley, northwest to Glamorgan Vale and Esk then north through Toogoolawah to Jimna. From Jimna head northwest through Glastonbury to Glenwood then go east through Tin Can Bay 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:

02 6550 4000 To 02 6569 9499	07 3480 5000 To 07 3511 7999
02 6581 0000 To 02 6587 7297	07 3601 0364 To 07 3602 5448
02 6621 2000 To 02 6689 9497	07 3630 0000 To 07 3666 0999
02 6736 1000 To 02 6737 6899	07 3700 4012 To 07 3720 9999
02 6771 1542 To 02 6775 9298	07 3800 0000 To 07 3907 0999
07 3003 0000 To 07 3012 9999	07 4612 3000 To 07 4615 2497
07 3030 0025 To 07 3030 9817	07 4630 9001 To 07 4639 4709
07 3200 0000 To 07 3300 9999	07 4652 1000 To 07 4698 7039
07 3311 1080 To 07 3325 5999	07 5422 9000 To 07 5599 9999
07 3341 0000 To 07 3437 8999	

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 **25 January 2012 to 9 March 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 **20120125-QLD-E-C-P-SE QUEENSLAND & NTH NSW FLOODS**.

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](http://www.tio.com.au)) and in the White Pages® telephone directory.



IT'S HOW  
WE CONNECT