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 consistent with the extent of the extreme 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 effect 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 Nossa Heads, Caloundra, Brisbane, Surfer’s Paradise, Tweed Heads, Ballina, Cooffs 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 Walidow in Queensland. From Walidow go northeast to Southwood then east to Moenie, northeast to Cecil Plains, southeast to Brookstead, east to Camboodia then north to Wyreema, east to Hodgson Vale, southeast to Pilton, east to Rosevale then northeast through Coupeville to Mutudapilly then north to Ambere 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 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.

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