

# CUSTOMER SERVICE ADVICE FROM TELSTRA

## Extreme Weather events impact service in Central, Western and Southeast Districts of Queensland

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 Central, Western and Southeast Districts of Queensland on or about Friday 27 January 2012.

Due to the effect of damage to the Telstra telecommunications network by severe thunderstorms and the continual heavy rainfall in a large part of these areas, 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). Major flooding has occurred in some parts of the aforementioned districts and flood warnings continue to be issued in other areas; all of which are widely reported in the news media as these events happen.

Telstra has identified that the effect of these circumstances may apply to approximately 3500 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 February 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 Stanage on the Torilla Peninsula follow the QLD coastline southeast past Rockhampton, Bundaberg and Maryborough to Rainbow Beach, then go west southwest through Tin Can Bay, Glenwood to Kilkivan. From Kilkivan, head south southeast through Manumbar, Kingaham, Jimna to Bellthorpe, then head south southwest through Neurum, D'Aguilar National Park to Crossdale. From Crossdale head south to Glamorgan Vale, then south southwest to Rosevale, northwest through Woodbine to Hodgson Vale, then west to Irongate, northwest to Cecil Plains, southwest to Dunmore, northwest to Tara, west southwest to The Gums, southwest through Westmar and Thallon to Glendalough Gate on the Queensland/ New South Wales state border. From Glendalough Gate follow the state border west to Cameron Corner where the border meets South Australia and then follow the border north to Haddon Corner, then west to Peoppel Corner where it meets the Northern Territory border, then follow the border north to the top of the Simpson Desert National Park then go east to Diamantina Lakes, north to Kynuna, then east to Sesbania Station, southeast to Dunrossie Station and then east to Carmichael Station, southeast to Peak Range National Park, east through Middlemount to Tooloombah then northeast back to Stanage. 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 4121 0000 To 07 4129 9299	07 4921 0000 To 07 4939 8998
07 4140 8000 To 07 4140 8998	07 4972 0000 To 07 4998 1999
07 4151 0000 To 07 4179 9099	07 5411 4000 To 07 5411 4999
07 4193 9000 To 07 4194 6998	07 5422 0000 To 07 5427 9999
07 4613 0000 To 07 4639 6999	07 5460 9000 To 07 5467 9996
07 4651 0304 To 07 4669 8999	07 5484 1001 To 07 5498 4094
07 4683 5345 To 07 4699 3999	

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 **31 January 2012 to 24 February 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 **20120131-QLD-E-C-P-CENTRAL WEST**.

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.

