

# CUSTOMER SERVICE ADVICE FROM TELSTRA

## Natural Disaster events impact service in Peninsula, Gulf Country, Northern Goldfields, Upper Flinders, Central West, North West and Channel Country of Queensland

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of a Natural Disaster in the Peninsula, Gulf Country, Northern Goldfields and Upper Flinders, Central West, North West and Channel Country regions of Queensland on or about Sunday 29 January 2012.

Due to the effect of damage to the Telstra telecommunications network by the continual monsoonal rainfall, 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 and access to some sites may be restricted due to the natural disaster declaration.

Telstra apologises to any affected customers.

Information as to the nature of the Natural Disaster event can be sourced from the Bureau of Meteorology (BOM) and Minister for Police, Corrective Services and Emergency Services; Queensland. 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 of these events since Sunday 29 January 2012.

Telstra has identified that the effect of these circumstances may apply to approximately 450 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 5 March 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 the Northern Territory/Queensland border in the Gulf of Carpentaria, follow the coastline east in a clockwise direction all the way to Cape Tribulation on the east coast. Then go west to the Palmer River Roadhouse, then southeast through Mt Carbine, Mareeba, Atherton, Ravenshoe, Girringun National Park, Michael Creek, Hidden Valley, Fanning River, Mingela, Ravenswood, Burdekin Falls Dam, to Mount Coolon. From Mount Coolon head southwest through Muttaborra, Opalton, Diamantina National Park to Bedourie, then go west to the Northern Territory border. From the Northern Territory/Queensland border head north back to the Gulf of Carpentaria. 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 4031 0605To	07 4041 0429	07 4741 0000 To	07 4749 5998
07 4051 3043To	07 4069 9999	07 4770 2000 To	07 4789 0816
07 4083 0000To	07 4097 9497		

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 **2 February 2012 to 5 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 **20120202-QLD-E-B-P-GULF COUNTRY & REMOTE QLD** Public Notice.

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.

