

CUSTOMER SERVICE ADVICE FROM TELSTRA

Extreme Weather events impact service in Capricornia, Central Highlands Coalfields, Central West, Channel Country, Maranoa and Warrego, Darling Downs and Granite Belt, Wide Way and Burnett, Southeast Coast in QLD and Northern Rivers in NSW

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 Capricornia, Central Highlands Coalfields, Central West, Channel Country, Maranoa and Warrego, Darling Downs and Granite Belt, Wide Way and Burnett, Southeast Coast in QLD and Northern Rivers in NSW on or about Monday 5 March 2012.

Due to the effect of damage to the Telstra telecommunications network by severe thunderstorms, continual heavy rainfall and flooding, 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). Heavy rain and flash flooding are referred to in the BOM Severe Weather Warning issued for 5 March 2012 initially at 4:45am 5 March 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 26,000 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 13 April 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 Caloundra, Brisbane and Surfers Paradise to the Queensland and NSW border and on through Tweed Heads, Brunswick Heads, Byron Bay, Lennox Head, Broadwater. Then West through Coraki, Yorklea, Mallanganee, Drake, Tenterfield, Mole River, Bonshaw, Yetman, North Star, Toobeah, Talwood 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:

02 6621 2000 To 02 6649 7838	07 3700 4012 To 07 3720 9999
02 6661 3500 To 02 6689 9497	07 3800 0000 To 07 3907 0999
02 6736 1000 To 02 6737 6899	07 4121 0000 To 07 4129 9299
07 3003 0000 To 07 3012 9999	07 4140 8000 To 07 4140 8998
07 3030 0025 To 07 3030 9817	07 4151 0000 To 07 4179 9099
07 3200 0000 To 07 3300 9999	07 4193 9000 To 07 4194 6998
07 3311 1080 To 07 3325 5999	07 4651 0304 To 07 4699 3999
07 3341 0000 To 07 3437 8999	07 4921 0000 To 07 4939 8998
07 3480 5000 To 07 3511 7999	07 4972 0000 To 07 4998 1999
07 3601 0364 To 07 3602 5448	07 5411 4000 To 07 5411 4999
07 3630 0000 To 07 3666 0999	07 5422 0000 To 07 5599 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 **9 March 2012 to 13 April 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 **20120309-QLD-E-C-P-CENTRAL & STH QLD & NTH NSW FLOOD RECOVERY**.

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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