

CUSTOMER SERVICE ADVICE FROM TELSTRA

Extreme Weather events impact service in Queensland Central Coast – Whitsundays, Herbert and Lower Burdekin and North Tropical Coast.

As previously notified by Telstra on Friday 23 March 2012, Telstra's normal operations on the Queensland Central Coast – Whitsundays, Herbert and Lower Burdekin and North Tropical Coast and Tablelands, Peninsula, Gulf Country and North West region of Queensland have been affected by ongoing extreme weather events on or about Friday 16 March 2012 through to Monday 19 March 2012.

Telstra's telecommunications network in these areas have experienced high levels of damage that has 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 4 May 2012. Please Note that this extension only applies to the Queensland Central Coast – Whitsundays, Herbert and Lower Burdekin and North Tropical Coast regions of Queensland.

Telstra has identified that the effect of these circumstances may apply to an additional 2900 services bringing the total number of potential services impacted to approximately 7000 services. This number 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 4 May 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 is not limited to the area starting at Cape Tribulation follow the coastline south through Cape Kimberley, Mossman, Cairns, Innisfail, Ingham, Townsville, Bowen, Mackay to St Lawrence. Then head southwest through Croydon, May Downs, Middlesmouth to Capella. From Capella, head northwest through Mount Coolon, Mt McConnell, Mt Cooper, Macrossan to Michael Creek. From Michael Creek head west to The Lynd Junction then go north through Spring Creek, Yarramulla, Gingerella, Almaden, Hurricane to The Granite. From The Granite head east through Maitland Downs then northeast through the Daintree National Park, Noah Beach back to Cape Tribulation. 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 0002 To 07 4069 4912	07 4770 1000 To 07 4798 6198
07 4081 0000 To 07 4099 6999	07 4941 5001 To 07 4969 6999
07 4721 0000 To 07 4729 1998	07 4983 5501 To 07 4983 5593
07 4741 5117 To 07 4758 1997	

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 **19 March 2012 to 4 May 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 **20120319-QLD-E-C-P-FAR NORTH & REMOTE QLD & GULF COUNTRY**.

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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