

CUSTOMER SERVICE ADVICE FROM TELSTRA

Extreme Weather events impact service in Queensland Central Coast – Whitsundays, Herbert and Lower Burdekin, North Tropical Coast and Tablelands, Peninsula, Gulf Country and North West Districts.

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 Coast – Whitsundays, Herbert and Lower Burdekin, North Tropical Coast and Tablelands, Peninsula, Gulf Country and North West region of QLD on or about Friday 16 March 2012 through to Monday 19 March 2012.

Due to the effect of damage to the Telstra telecommunications network by extreme weather conditions, 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 rainfall, flash flooding and a monsoonal trough are referred to in the BOM Severe Weather Warning issued for 16 March 2012 initially at 11:00 am on Friday 16 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 4100 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: Cape York, follow the Queensland coastline southeast past Cooktown, Cairns, Innisfail, Townsville, Bowen and Mackay to St Lawrence then go southwest inland to Dysart, then northwest through Moranbah to Mount Coolon, then north to Lake Dalrymple, southwest to Carmichael Station, west to Dunrossie Station, northwest to Sesbania Station, west to Kynuna, south to Diamantina and west to the Queensland / Northern Territory border at the northern end of the Simpson Desert National Park. Follow the border north to the coast in the Gulf of Carpentaria and then follow the coastline around Cape York Peninsula back to Cape York. 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 0002To	07 4069 9999	07 4770 1000To	07 4798 6198
07 4081 0000To	07 4099 6999	07 4941 5001To	07 4969 6999
07 4721 0000To	07 4729 1998	07 4983 5501To	07 4983 5593
07 4741 0000To	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 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 **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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