

CUSTOMER SERVICE ADVICE FROM TELSTRA

Extreme Weather events impact service in the Southeast districts of Darling Downs & Granite Belt, Wide Bay & Burnett and the Southeast Coast.

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 Southeast districts of Darling Downs & Granite Belt, Wide Bay & Burnett and the Southeast Coast regions of Queensland and New South Wales on or about Saturday 28 April 2012 through to Sunday 29 April 2012.

Due to the effect of damage to the Telstra telecommunications network by heavy rainfall and damaging winds, 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 and damaging winds are referred to in the BOM Severe Weather Warning issued for 28 April 2012 initially at 11:31pm, Friday 27 April 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 4800 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 08 May 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 Maroochydore follow the coastline south past Caloundra, Redcliffe, Brisbane, Southport, Surfers Paradise to Currumbin Creek then go south to the New South Wales border, then follow the border south west to Bonshaw. From Bonshaw go west into New South Wales to North Star heading northwest back into Queensland to Talwood. From Talwood go northeast through Westmar, Southwood to Moonie. Then go east through Pittsworth to Coleyville. From Coleyville head north through Mutdapilly, Amberley to Borallon, then northeast to the Brisbane Forest National Park. Follow the western boundary of the national park north, then go west to Daguilar Range, northeast to Ocean View, then north through Wamuran to Peachester, then northwest through Conondale to Imbil then southeast to Yandins, south to Woombye and east back to Maroochydore. 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 6736 1000 To 02 6737 6859	07 3700 4012 To 07 3720 9999
07 3003 0000 To 07 3012 9999	07 3800 0000 To 07 3907 0999
07 3030 0025 To 07 3030 9817	07 4612 3000 To 07 4615 2497
07 3200 0000 To 07 3300 9999	07 4630 9001 To 07 4639 4709
07 3311 1080 To 07 3325 5999	07 4652 1000 To 07 4698 7039
07 3341 0000 To 07 3437 8999	07 5422 9000 To 07 5445 3622
07 3480 5000 To 07 3511 7999	07 5462 4005 To 07 5467 3698
07 3601 0364 To 07 3602 5448	07 5492 8910 To 07 5580 8999
07 3630 0000 To 07 3666 0999	07 5591 1001 To 07 5598 8998

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 **1 May 2012 to 08 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 **20120501-QLD-E-C-P-BRISBANE AND GREATER BRISBANE**.

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.

