

# Customer Service Advice from Telstra.

## **Extreme Weather events impact service in North Tropical Coast and Tablelands, Herbert and Lower Burdekin, Central Coast-Whitsundays, Capricornia, Central Highlands and Coalfields and Wide Bay and Burnett 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 North Tropical Coast and Tablelands, Herbert and Lower Burdekin, Central Coast-Whitsundays, Capricornia, Central Highlands and Coalfields and Wide Bay and Burnett region's of Queensland on or about Tuesday 10 July 2012 through to Friday 13 July 2012.

Due to the effect of damage to the Telstra telecommunications network by severe thunderstorms, heavy rain and flash flooding there has been a significant increase in the number of Telstra services being reported as faulty. As a result, there has been significant 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 Weatherzone at [www.weatherzone.com.au](http://www.weatherzone.com.au). Very heavy rainfall and damaging winds are referenced; 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 6,800 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 27 July 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 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. Continue to follow the QLD coastline southeast past Rockhampton, Bundaberg and Maryborough to Caloundra. Then go west southwest through Bellthorpe to Gregors Creek, then southeast to Crossdale, then south southeast to Glamorgan Vale, then south southwest to Rosevale, northwest through Woodbine to Hodgson Vale. Then go west to Irongate, northwest to Cecil Plains, southwest to Dunmore, northwest to Tara, west southwest to The Gums, southwest through Westmar 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. Then head northeast through Nonda to Croydon. From Croydon go southeast through Esmeralda, Glenora, to Ortona then go northeast to The Lynd Junction. From The

Lynd Junction 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 4683 5345	To	07 4699 3999
07 4081 0000	To	07 4099 6999	07 4721 0000	To	07 4729 1998
07 4121 0000	To	07 4129 9299	07 4741 0000	To	07 4758 1997
07 4140 8000	To	07 4140 8998	07 4770 1000	To	07 4798 6198
07 4151 0000	To	07 4179 9099	07 4921 0000	To	07 4998 1999
07 4193 9000	To	07 4194 6998	07 5411 4000	To	07 5411 4999
07 4613 0000	To	07 4639 6999	07 5422 0000	To	07 5499 9999
07 4651 0304	To	07 4669 8999			

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 **13 July 2012 to 27 July 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 20120713-QLD-E-C-P-CENTRAL & NORTH & REMOTE QLD. 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.

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