

Customer Service Advice from Telstra

Extreme Weather events impact service in Brisbane Metropolitan, Southeast Coast, Wide Bay and Burnett, Darling Downs and Granite Belt Districts of Queensland and the Northern Rivers and Mid North Coast Districts of New South Wales

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 Brisbane Metropolitan, Southeast Coast, Wide Bay and Burnett, Darling Downs and Granite Belt regions of Queensland and the Northern Rivers and Mid North Coast regions of New South Wales on or about Saturday 17 November 2012 through to Sunday 18 November 2012.

Due to the effect of damage to the Telstra telecommunications network by severe thunderstorms, 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). Severe thunderstorms, heavy rainfall, damaging winds, lightning and large hailstones are referred to in the BOM Severe Weather Warning issued for 17 November 2012 initially at 10:50 am Saturday, 17 November 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 12250 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 30 November 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 Boreen Pt follow the coastline south past Noosa Heads, Caloundra, Brisbane, Surfers Paradise, Tweed Heads, Ballina, Coffs Harbour, Nambucca Heads to Scotts Head, then west through Taylors Arm, Bellbrook to Enmore. Then go north through Rockvale, Backwater, Red Range, Shannon Vale to Tenterfield. From Tenterfield go west through Bonshaw to North Star, then northwest to Talwood in Queensland. From Talwood go northeast to Southwood then east to Moonie. From Moonie, head northeast through Kumbarilla, Canaga to Monogorilby. Then head west to Windera then go southeast to Manumbar and then east through Cooran back to Boreen Pt. 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 5620 0000	To	02 5622 8999	07 3620 0000	To	07 3667 6999
02 6560 0000	To	02 6569 9999	07 3710 0000	To	07 3727 9999
02 6597 1000	To	02 6604 9999	07 3800 0000	To	07 3917 9999

02 6618 0000	To	02 6692 9999	07 4160 0000	To	07 4189 9999
02 6736 0000	To	02 6739 5999	07 4567 8000	To	07 4577 9999
02 6770 6000	To	02 6775 9999	07 4594 4000	To	07 4596 9999
07 3000 0000	To	07 3037 8999	07 4612 0000	To	07 4639 9999
07 3055 0000	To	07 3055 9999	07 4650 9000	To	07 4699 9999
07 3066 0000	To	07 3070 9999	07 5321 0000	To	07 5322 8999
07 3109 0000	To	07 3109 9999	07 5334 9000	To	07 5371 0999
07 3131 0000	To	07 3131 9999	07 5390 0000	To	07 5390 9999
07 3179 1000	To	07 3179 2999	07 5401 2000	To	07 5599 9999
07 3200 0000	To	07 3457 9999	07 5618 2000	To	07 5618 7999
07 3470 0000	To	07 3514 9999	07 5644 0000	To	07 5644 9999
07 3550 0000	To	07 3552 9999	07 5656 0000	To	07 5665 9999
07 3608 6000	To	07 3608 6999	07 5689 1000	To	07 5689 1999

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 November 2012** to **30 November 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 20121119-QLD-E-C-P-SOUTH EAST QLD & NORTHERN RIVERS NSW.

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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