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:

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<thead>
<tr>
<th>Area Code</th>
<th>Range 1</th>
<th>Area Code</th>
<th>Range 2</th>
<th>Area Code</th>
<th>Range 3</th>
<th>Area Code</th>
<th>Range 4</th>
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<tr>
<td>02 5620 0000</td>
<td>To 02 5622 8999</td>
<td>07 3620 0000</td>
<td>To 07 3667 6999</td>
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<td>To 07 3667 6999</td>
</tr>
<tr>
<td>02 6560 0000</td>
<td>To 02 6569 9999</td>
<td>07 3710 0000</td>
<td>To 07 3727 9999</td>
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<td>To 07 3727 9999</td>
<td>07 3710 0000</td>
<td>To 07 3727 9999</td>
</tr>
<tr>
<td>02 6597 1000</td>
<td>To 02 6604 9999</td>
<td>07 3800 0000</td>
<td>To 07 3917 9999</td>
<td>07 3800 0000</td>
<td>To 07 3917 9999</td>
<td>07 3800 0000</td>
<td>To 07 3917 9999</td>
</tr>
</tbody>
</table>
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/](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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