

Customer Service Advice from Telstra

Extreme Weather events impact service in Peninsula and Gulf Country Districts of Queensland.

As previously notified by Telstra on Wednesday 12 February 2014, Telstra's normal operations in the Peninsula and Gulf Country regions of Queensland were affected by a series of extreme weather events on or about Saturday 8 February 2014 through to Monday 10 February 2014. Telstra's telecommunications network in these areas have experienced high levels of damage that resulted in delays to installation and repair activities on a significant number of Telstra services. Due to the extent of damage to the Telstra network, the impact in the affected region has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has now been extended to 14 March 2014.

Telstra has identified that the effect of these circumstances applies to an additional 100 services bringing the total number of services impacted to approximately 300 services. This number may increase as Telstra assesses the full affect of the extreme weather conditions. Based on current information, the resumption date of normal service operations is expected to be 14 March 2014. This date is indicative only; Telstra customers should anticipate that some further delays may occur. 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 the Northern Territory/Queensland border in the Gulf of Carpentaria, following the coastline east in a clockwise direction all the way to Cape Flattery on the east coast. The area then heads southwest past Laura, Palmerville, Bulimba, Strathmore to Momba then turn west past Nardoo and the Boodjamulla National Park to the Northern Territory border. From the Northern Territory/Queensland border head north back to the Gulf of Carpentaria. 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 4030 6000 | To | 07 4030 9999 | 07 4212 0000 | To | 07 4220 6999 |
| 07 4048 6000 | To | 07 4048 6999 | 07 4442 3000 | To | 07 4448 2999 |
| 07 4060 1000 | To | 07 4069 9999 | 07 4742 9000 | To | 07 4748 7999 |
| 07 4082 3000 | To | 07 4090 9999 | 07 4762 6000 | To | 07 4769 8999 |

As these circumstances were outside of Telstra's control, Telstra is claiming an extension to time frames applying under the *Telecommunications (Customer Service Guarantee) Standard 2011*. This means that Telstra is notifying customers that normal service time frames may not be met during the period of **10 February 2014 to 14 March 2014** inclusive (based on Telstra's estimated recovery schedule correct at the time of publication of this notice).

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 **20140210-QLD-E-C-P-PENINSULA AND 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 you are still not satisfied with the outcome, you have the option to raise 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® directory.

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