Customer Service Advice from Telstra

_Extreme Weather events impact service in parts of Wide Bay and Burnett and Southeast Coast districts of Queensland and 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 parts of Wide Bay and Burnett and Southeast Coast districts of Queensland and Northern Rivers and Mid North Coast districts of New South Wales on or about Thursday 19 February 2015 through to Sunday 22 February 2015.

Due to the effect of damage to the Telstra telecommunications network by Ex-Tropical Cyclone Marcia, 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). Ex-Tropical Cyclone Marcia is referred to in the BOM Severe Weather Warning issued for 19 February 2015 initially at 5:19 am Wednesday, 18 February 2015; 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 9,600 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 29 March 2015. 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 Woodgate following the coastline south past Hervey Bay, Noosa Heads and Caloundra to Beachmere. The area then heads southwest to Mount Glorious then west to Ravensbourne. From Ravensbourne the area then turns northwest past Evergreen to Darr Creek and then north to Monogorilby. The area heads northeast past Brooweena and back to Woodgate. 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, identifiable under CSG Exemption reference number 20150223-QLD-E-C-P-EX-TROPICAL CYCLONE MARCIA, may have been affected:

- **07 3384 3600** To **07 3385 7999**  
- **07 3400 0000** To **07 3410 9999**  
- **07 3425 0000** To **07 3425 9999**  
- **07 3478 4000** To **07 3478 4999**  
- **07 3491 0000** To **07 3491 4999**  
- **07 3882 9400** To **07 3897 3799**  
- **07 4120 0000** To **07 4142 9999**  
- **07 4303 2000** To **07 4325 6999**  
- **07 4612 5000** To **07 4612 5999**  
- **07 4692 6000** To **07 4698 4999**  
- **07 5331 5000** To **07 5371 0999**  
- **07 5390 0000** To **07 5390 9999**  
- **07 5401 0000** To **07 5459 9999**
Additionally, Telstra services encompassed in this exemption are; in the area bounded by
and including, but is not limited to the area starting at Redland Bay in Queensland
following the coastline south past Surfers Paradise, Tweed Heads, Ballina, Coffs Harbour,
and Port Macquarie to Crowdy Head, then northwest through Comboyne, Yarras to
Yarrowitch. The area then heads north to Moona Plains and northeast to Ebor and east
to Bellingen. From Bellingen the area turns northwest past Megan and Pinkett to
Bonshaw. Following the Queensland-NSW border east and then crossing the border at
Koreelah, the area heads northwest to Goomburra, northeast past Willowbank to
Sunnybank Hills and east back to Redland Bay. 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, identifiable under CSG Exemption reference number 20150223-QLD-E-C-P-
SOUTHEAST QLD AND NORTHERN NSW, may have been affected:

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<th>From</th>
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<td>07 3451 8999</td>
<td>07 5689 1000</td>
<td>07 5689 1999</td>
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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 23 February 2015 to 29 March 2015 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 20150223-QLD-E-C-P-EX-TROPICAL CYCLONE MARCIA or 20150223-QLD-E-C-P-SOUTHEAST QLD
AND NORTHERN NSW.

Copies of this notice are available on our Internet site at
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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