

Customer Service Advice from Telstra

Severe Thunderstorms impact service in Victoria

Telstra is working to manage the significant impact to Telstra services that have occurred as a result of severe thunderstorms in the North and Southeast regions of Victoria on or about Monday 24 March 2008.

Due to the affect of damage to the Telstra telecommunications' network caused by severe thunderstorms which brought with them damaging winds, very heavy rainfall, flash flooding and large hailstones, 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). The area affected was impacted by damaging winds, very heavy rainfall, flash flooding and large hailstones referred to in the BOM Severe Thunderstorm warnings issued for Victoria at 10:05 pm Monday, 24 March 2008 and also widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances applies to approximately 12196 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 4 April 2008. 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 whilst this work is being undertaken.

Telstra services in the area is bounded by and includes, but is not limited to, the area bounded by but not limited to Cape Howe on the VIC/NSW border follow the coastline clockwise past Lakes Entrance, Wonthaggi and Sorrento to Port Melbourne. Continue following the coastline clockwise to Beacon Point, go north to Exford passing through Manor, north through Melton and Toolernvale to Gisborne, then north east to Bolinda passing through Riddells Creek, then north to Lancefield, northwest to Baynton, west to Guildford, then south west to Yandoit, north west through Newstead and Maldon to Laanecoorie, then north to Korogvale via Inglewood, northeast to Jarklin. From Jarklin go northeast to Mitiamo, north to Gunbower, then north east to Bunnaloo, south to Womboota, east to Moira Lake, south to Barmah, east to Picola, northeast to Tocumwal. From Tocumwal go south east to Yarrawonga, then follow the VIC/NSW border Bundalong, then southeast to Springhurst, east to Chiltern, south east to Wooragee, south to Stanley, south east to Mt Beauty passing through Rosewhite and Mudgegonga, then follow the border of the Alpine National Park clockwise to Buena Flat, then go directly east to the VIC/NSW border. Follow the border to Willis, then follow the Snowy River south to McKillops Bridge, then go south east through Goongerah to Errinundra, east to Chandlers Creek, then follow the Monaro Hwy north back to the VIC/NSW border. Follow the border back to Cape Howe. All suburbs, towns and islands off the coast 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:

03 5122 1000	To	03 5199 2999	03 8598 9000	To	03 8598 9999
03 5420 7001	To	03 5494 7499	03 8699 5900	To	03 8711 8989
03 5621 0103	To	03 5635 4399	03 8742 0001	To	03 8761 6999
03 5655 1000	To	03 5689 1399	03 8786 3000	To	03 8812 2981
03 5721 0000	To	03 5799 2999	03 9009 0010	To	03 9009 2600
03 5821 0000	To	03 5832 0099	03 9220 0240	To	03 9221 0352
03 5852 1000	To	03 5874 5790	03 9255 0039	To	03 9266 3999
03 5931 0000	To	03 5998 9096	03 9300 1000	To	03 9600 9254
03 8300 0132	To	03 8307 8853	03 9636 0010	To	03 9646 9999
03 8327 5900	To	03 8339 0999	03 9673 6000	To	03 9899 9999
03 8360 8000	To	03 8368 2999	03 9915 1900	To	03 9941 3897
03 8390 0001	To	03 8415 1999	03 9974 0000	To	03 9974 6999
03 8502 0269	To	03 8511 4987			

As these circumstances were outside of Telstra's control, Telstra is claiming an extension to time frames applying under the *Telecommunications Customer Service Guarantee (CSG) Standard 2000 (No.2)*. This means that Telstra is notifying customers that normal service time frames may not be met during the period of 26 March 2008 to 4 April 2008 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 you 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 on 132200 for sales, installations and billing- quoting CSG Exemption reference number **20080325-VIC-S-C-P-NORTH_SOUTH EAST**.

Copies of this notice are available on our Internet site at www.telstra.com.au/msd/ 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 with contact details is available on the Internet (www.tio.com.au) and in the White Pages® directory.

