

Customer Service Advice from Telstra

Extreme Weather events impact service in NSW

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 Western region of New South Wales on or about Monday 24 March 2008.

Due to the effect of damage to the Telstra telecommunications network by heavy rainfall, lightning, large hailstones, damaging winds and flash flooding, 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.

Telstra has identified that the effect of these circumstances applies to approximately 1820 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 Monday, 7 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 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 Brenda Gate on the Queensland border near Culgoa National Park go south past the Narran Lake to Yarrowin Station, then east to Gwabegar, then south east to the north east corner of Pilliga Nature Reserve, then south to Purlewaugh then south west to Binnaway, south to Neilrex, then south west to Merrygoen, then south through Gollan and Stuart Town to Euchareena. From Euchareena east to Running Stream then south east to Capertee, then east to Newnes, then south east to Mt Wilson, then south west to Hartley, then south west to Hampton, then south to Porters Retreat, then west to Wyangala dam, then south to Reids Flat, then south west to Phils Creek, west to Boorowa, then south west through Galong to Jugiong, then south to Gobarralong then south east to Tumorrana and south to Lacmalac. From Lacmalac follow the western boundary of the Kosciuszko National Park south past Tumberumba and Khancoban to Backwong Creek then follow the boundary of the Alpine National Park anti clockwise to Dartmouth, then south west to Granite Flat, then north west past Kergunyah to Barnawartha then west to Norong, then north west to Savernake, then west to Finley, then south west to Mathoura, then north west through Caldwell and Moulamein to Balranald, then north to C Lake Station, then west through Coombah to the South Australian border then north west to Olary, then north to Strathearn Station, then east to the border, then follow the border north to Camerons Corner, then follow the NSW/QLD border east back to Brenda Gate. All suburbs and towns 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 4756 2000	To	02 4756 2199	02 6920 0100	To	02 6933 1998
02 6020 1100	To	02 6043 3499	02 6942 1000	To	02 6978 3866
02 6056 0000	To	02 6059 8998	02 6993 0601	To	02 6995 4898
02 6071 0201	To	02 6077 9299	03 5020 0011	To	03 5020 6899
02 6329 4210	To	02 6386 8299	03 5881 1000	To	03 5889 5192
02 6822 1000	To	02 6898 2398	08 8087 0000	To	08 8091 9499

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 2000 (No.2)*. This means that Telstra is notifying customers that normal service time frames may not be met during the period of 25 March 2008 to 7 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 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 **20080325-NSW-E-C-P-NSW WEST**.

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 and contact details are available on the Internet (www.tio.com.au) and in the White Pages® directory.

