

Customer Service Advice from Telstra

Extreme Weather events impact service in Victoria

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of extreme weather events in the north west and south east regions of Melbourne on or about, Wednesday 2 April 2008.

Due to the effect of damage to the Telstra telecommunications' network by cyclonic wind gusts across the area, well in excess of 100 km/h, 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 Northerly winds averaging 55 to 80 km/h over northern areas and Gippsland, and 70 to 100 km/h over remaining southern and mountain regions referred to in the BOM Severe Weather Warnings issued for Victoria initially at 10:30 am EDT on Wednesday 2 April 2008; all of which were widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances applies to approximately 11665 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 21 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 encompassed in this exemption are; in the area bounded by and including, but is not limited to the area starting at McMahons Creek south to Jindivick, then southwest through Longwarry to Lang Lang, then follow the boundary of Western Port Bay anticlockwise to Flinders then follow the coast line around to Pt Nepean. From Pt Nepean follow the shores of Port Phillip Bay anticlockwise past Frankston, Sandringham, Port Melbourne and Point Cook to Beacon Point, then north through Melton and Toolern Vale to Gisborne. From Gisborne northeast through Riddells Creek and Monegeeta to Darraweit Guim then southeast to Kalkallo, then east to Whittlesea, northeast to Kinglake West, then southeast to Kinglake Central, east to Toolangi, southeast to the Yarra Ranges National Park at Mt St Leonard and follow the boundary of the national park clockwise back to McMahons Creek. 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:

03 5420 7001	To	03 5428 8999	03 8761 6000	To	03 8761 6999
03 5628 5200	To	03 5629 9798	03 8786 3000	To	03 8812 2981
03 5786 1000	To	03 5789 1499	03 9009 0010	To	03 9009 2600
03 5931 0000	To	03 5944 4999	03 9220 0240	To	03 9221 0352
03 5961 5200	To	03 5998 9096	03 9255 0039	To	03 9255 6900
03 8300 0132	To	03 8307 8853	03 9266 0083	To	03 9266 3999
03 8327 5900	To	03 8339 0999	03 9300 1000	To	03 9600 9254
03 8360 8000	To	03 8368 2999	03 9636 0010	To	03 9646 9999
03 8390 0001	To	03 8390 9999	03 9673 6000	To	03 9899 9999
03 8405 3000	To	038415 1999	03 9915 1900	To	03 9916 1972
03 8502 0269	To	03 8511 4987	03 9931 0000	To	03 9931 1999
03 8598 9000	To	03 8598 9999	03 9941 3896	To	03 9941 3897
03 8699 5900	To	03 8711 8989	03 9974 0000	To	03 9974 6999
03 8742 0001	To	03 8746 9999			

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 4 April 2008 to 21 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 13 2203 for service difficulties and faults or 13 2200 for sales, installations and billing, quoting CSG Exemption reference number **20080404-VIC-S-C-P-MELBOURNE SOUTH EAST AND NORTH 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.

