

Customer Service Advice from Telstra

Extreme Weather events impact service in Tasmania

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of extreme weather events in Tasmania 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 wind gusts about 110km/h. Winds were expected to back around to the west overnight and remain gusty over the southern half of the state as referred to in the BOM Severe Weather Warnings for damaging winds issued for Tasmania initially at 4:20 pm 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 1550 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 state of Tasmania. This includes all islands off the coast. 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 6223 1000	To	03 6298 3399	03 6471 1000	To	03 6473 4399
03 6326 1000	To	03 6399 3599	03 6491 1000	To	03 6497 2196
03 6423 1000	To	03 6463 1299			

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-TAS-S-C-P-TASMANIA**.

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.

The Telstra logo consists of the word "Telstra" in a bold, sans-serif font. The letter "T" is stylized with a grey, rounded shape behind it, resembling a signal tower or a stylized 'T'.