

Customer Service Advice from Telstra

Extreme Weather events impact service in 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 the Nova Coast Hunter region of New South Wales on or about Monday 21 April 2008 through to Wednesday 23 April 2008.

Due to the effect of damage to the Telstra telecommunications' network by heavy rainfall 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.

Information as to the nature of these severe weather events can be sourced from the Bureau of Meteorology (BOM). The area was affected by heavy rainfall and flash flooding referred to in the BOM Severe Weather Warning issued for New South Wales initially at 12:30 pm on Tuesday 22 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 8107 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 12 May 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 Crowdy Head, follow the coast south past Newcastle to the mouth of the Hawkesbury river then follow the north bank of the river west to Spencer then southwest to Maroota South, then northwest to Colo, north to Colo Heights and north west through Glen Davis to Ilford, then west through Pyramul to the Macquarie River, follow the river north to Burrendong Dam and follow the eastern shore of the dam north to Twelve Mile. From Twelve Mile continue north through Goolma to Dunedoo then north east to Coolah, northwest to Weetaliba, then east past Coolah Tops National Park to Murrurundi, then east southeast through Timor and Ellerston to Rookhurst then north east through Knorrit Flat to Elands, then south east through Moorland back to Crowdy Head. All suburbs and towns and 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 may have been affected:

02 4321 0000	To	02 4399 3999	02 6372 0000	To	02 6379 8466
02 4565 0000	To	02 4588 5302	02 6541 0000	To	02 6559 3999
02 4919 0000	To	02 4998 8798	02 6571 1000	To	02 6579 7199
02 6358 8317	To	02 6358 8660	02 6844 6202	To	02 6844 6299

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 23 April 2008 to 12 May 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 **20080423-NSW-E-C-P-NOVA COAST HUNTER**.

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.

