

Customer Service Advice from Telstra

Extreme Weather events impact service in Port Macquarie

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 Port Macquarie region of NSW on or about, Monday 21 April 2008 through to Thursday 24 April 2008.

Due to the effect of damage to the Telstra telecommunications' network by a low pressure system, 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). Very heavy rain, possibly with embedded thunderstorms, may cause flash flooding referred to in the BOM Severe Weather Warning issued for NSW initially at 4:15 pm on Monday 21 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 731 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 5 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 Stuarts Point follow the coastline south past Port Macquarie to Laurieton, then go west to Lorne, then west north west to Comboyne, then north west through Yarras to the western boundary of the Werrikimbe National Park, then north to Georges Junction then follow the boundary of the national parks clockwise north then east to Bellbrook, then south east to Millbank, north east to Warrell Creek and then south east back to Stuarts Point. 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 6550 4000 To 02 6550 4399 02 6581 0000 To 02 6587 7297
02 6556 9600 To 02 6569 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 23 April 2008 to 5 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-PORT MACQUARIE**.

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.

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'.