

Customer Service Advice from Telstra

Extreme Weather events impact service in Batemans Bay

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 Batemans Bay region of NSW on or about Tuesday 27 May 2008 through to Wednesday 28 May 2008.

Due to the effect of damage to the Telstra telecommunications network by a severe hail storm which brought with it excessive rainfall, 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 Australian Broadcasting Corporation (ABC) news website. Hail storms referred to in the website news article posted on 28 June 2008 initially at 11:48 AM AEST; which was also widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances applies to approximately 166 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 06 June 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 Durras follow the coastline south to Tilba Tilba then follow the eastern border of the Wadbilliga National Park to Yowrie, then go directly west to the western border of the National Park. Follow the Western border of the Wadbilliga and Dena National Parks north through Badja to where the western boundary meets Braidwood Road, and follow Braidwood Road to Ballalaba. From Ballalaba follow the Shoalhaven River to where it meets the western boundary of the Morton National Park. Follow the border of the Morton National Park north to the Bungonia State Conservation Area, then go east southeast to Yalwal and follow the eastern border of the national park south to Tianjara Falls, southeast to Conjola, then follow the eastern border of the Morton National Park and Budawang National Park clockwise to where the eastern border of the parks meets the Kings Highway. Follow the Kings Highway to Nelligen then go east back to Durras. All suburbs, 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 4454 4511 To 02 4454 4511 02 4471 1000 To 02 4478 8914
02 4842 1000 To 02 4849 4610

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 30 May 2008 to 06 June 2008 (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 **20080530-NSW-E-C-P-BATEMANS BAY**.

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.

