

Customer Service Advice from Telstra

Extreme Weather events impact service in Central Coast Hunter

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 Central Coast Hunter region of New South Wales on or about Tuesday 03 June 2008.

Due to the effect of damage to the Telstra telecommunications network by severe storms, 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). Flash flooding referred to in the BOM Severe Weather Warning issued for Tuesday 03 June 2008 initially at 04:00 PM; 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 4179 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 20 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 Seal Rocks, follow the coast south past Newcastle to Box Head then follow the northern bank of the Hawkesbury River to Spencer, then south west to Maroota South, north west to Colo, then follow the border of Wollemi National Park north and east to Upper Macdonald, then north to Yango, east to Cooranbong, then north east to West Wallsend and north west to Kurri Kurri. From Kurri Kurri go north east to Maitland, and then past Stroud to Coolongolook, then south east back to Seal Rocks. 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 4321 0000	To	02 4399 3999	02 6543 1100	To	02 6543 1100
02 4565 0000	To	02 4588 5302	02 6577 5696	To	02 6577 6198
02 4919 0000	To	02 4998 8798			

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 05 June 2008 to 20 June 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 **20080605-NSW-E-C-P-CENTRAL 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 and contact details are available on the Internet (www.tio.com.au) and in the White Pages® directory.

