

Customer Service Advice from Telstra

Extreme Weather events impact service in Central Coast Hunter

As previously notified by Telstra on 13 June 2008, normal operations in the Central Coast Hunter region of New South Wales were affected by extreme weather events on or about Tuesday 03 June 2008. Telstra's telecommunications network in these areas experienced high levels of damage which resulted in delays to installation and repair activities on a significant number of Telstra services. The impact in the affected area has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has been extended to 04 July 2008.

There has been an additional 3,375 services identified as being directly impacted by the conditions bringing the total number of impacted customers to 7,554. Telstra has implemented a recovery plan to complete outstanding installation and repair work and the majority of this work is expected to be completed by 04 July 2008.

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 04 July 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.

