

Customer Service Advice from Telstra

Extreme Weather events impact service in Mid North Coast

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 Mid North Coast region of New South Wales on or about Tuesday 03 June 2008.

Due to the effect of damage to the Telstra telecommunications network by extreme weather events, 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 Monday 2 June 2008 initially at 2:10 pm on Monday 2 June 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 1023 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 Red Rock, follow the coast line south past Woolgoolga, Coffs Harbour, Nambucca Heads, Kempsey and Port Macquarie to Crowdy Head, then follow the border of the Crowdy Bay National Park west to the south western corner of the National Park, then go north to Lorne, west to Comboyne, then north west through Yarras to the Western boundary of the Werrikimbe National Park near Mt Werrikimbe, north to Georges Junction, north north east to Ebor, north east through Hernani to Tyringham, east to Ulong, north east to Nana Glen, then follow the Orara River to north western corner of the Sherwood National Reserve and east back to Red Rock. 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 6550 4000 To 02 6569 9499 02 6649 1000 To 02 6658 9999
02 6581 0000 To 02 6587 7297 02 6775 9100 To 02 6775 9298

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-MID NORTH COAST**.

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.

