

Customer Service Advice from Telstra

Extreme Weather events impact service in Sydney

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 Sydney region of NSW on or about Tuesday 3 June 2008 through to Friday 6 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 3 June 2008 initially at 4:00 pm on Tuesday 3 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 23731 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 27 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 Barrenjoey Head following the coast south past Manly, Bondi and Cronulla to Garie then west to Waterfall, then south west to Wedderburn and west to Menangle, then follow the Nepean River to Elderslie, then north to Narellan and north west to Bringelly. From Bringelly the area continues west through Warragamba to the western boundary of the Blue Mountains National Park, then north to Mt Victoria and north west through Bilpin to Blaxlands Ridge, then east through Cattai and Berrilee to Berowra Waters and then following the southern banks of the Hawkesbury River back to Barrenjoey Head.

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 4567 0000	To	02 4588 6999	02 8720 2091	To	02 8725 4909
02 4620 0000	To	02 4634 1924	02 8746 0000	To	02 8765 9999
02 4646 1000	To	02 4658 1997	02 8783 0000	To	02 8795 0999
02 4680 9300	To	02 4684 1573	02 8807 0007	To	02 8824 9999
02 4721 0000	To	02 4739 9999	02 8850 0000	To	02 8850 7999
02 4751 1000	To	02 4759 3999	02 8883 0000	To	02 8883 4999
02 4773 2000	To	02 4788 1597	02 8901 0066	To	02 8920 9999
02 4889 4085	To	02 4889 5022	02 8966 9000	To	02 8969 6999
02 8219 0000	To	02 8219 0199	02 9019 0000	To	02 9020 6065
02 8230 0100	To	02 8233 0062	02 9130 1000	To	02 9130 8999
02 8250 0007	To	02 8250 9966	02 9144 1000	To	02 9153 9999
02 8275 7070	To	02 8275 7272	02 9181 1000	To	02 9181 5999
02 8338 0000	To	02 8356 9997	02 9211 0000	To	02 9460 9999
02 8394 9000	To	02 8399 3999	02 9476 0000	To	02 9502 4999
02 8509 5080	To	02 8509 5979	02 9516 0000	To	02 9838 9999
02 8539 7000	To	02 8539 7999	02 9858 1000	To	02 9999 6999
02 8704 1047	To	02 8704 8704			

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 5 June 2008 to 27 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 132203 for service difficulties and faults or 132200 for sales, installations and billing- quoting CSG Exemption reference number **20080605-NSW-E-C-P-SYDNEY**.

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.

