

Customer Service Advice from Telstra.

Extreme Weather events impact service in NSW Central North

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 North region of New South Wales, on or about Saturday 06 September.

Due to the effect of damage to the Telstra telecommunications network by an extreme weather event which brought with it heavy rainfall, damaging winds and some flash flooding, 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 and damaging winds referred to in the BOM Severe Weather Warning issued for NSW initially at 4:56 PM EDT on Friday 05 September 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 1423 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 12 September 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 Crowdy Head follow the coastline southwest to Patonga, northwest to Mt White, northwest to Mangrove Creek Dam, then east to Kulnura, northeast to Cooranbong, northwest to Paxton, then west to Putty, northeast to Bulga, north to Dawsons Hill, then northeast to the southeastern corner of the Mount Royal National Park, then follow the western border of the Barrington Tops National Park clockwise to Rawdon Vale, then northeast to Elands via Rookhurst and Knorrit Flat, then southeast back to Crowdy Head. 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 6551 4422	To	02 6557 6999
02 4919 0000	To	02 4998 7999	02 6571 1366	To	02 6579 7199

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 10/09/2008 to 12/09/2008 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 20080910-NSW-E-C-P-CENTRAL NORTH.

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.

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