

Customer Service Advice from Telstra

Extreme Weather events impact service in Central West NSW

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 West region of New South Wales on or about Sunday 14 September 2008.

Due to the effect of damage to the Telstra telecommunications network by an extreme weather event which brought with it heavy rainfall, some localised flooding, damaging winds and lightning, 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). Severe thunderstorm referred to in the BOM Severe Weather Warning issued initially at 3:26 pm on 13 September 2008 and continuing throughout the period 13 September 2008 and 14 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 447 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 26 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 Capertee, east to Newnes, then south to Mt Wilson, south-west to Hartley, south-west to Hampton, the south-west to Porters Retreat, south to Taralga, south-east to Marulan, south-east to Tallong, south-west to Windellama, south-west to Tarago, then south-west to Sutton, north-west to Murrumbateman, south-west to Wee Jasper, north-west to Burrinjuck, north to Binalong, then north-east through Rye Park to Rugby, north to Reids Flat, west through Tyagong and Quandialla to Bland, then north-east through Caragabal and Ooma North to Cudal, north through Molong to Larras Lee, north-east to Euchareena, east to Running Stream and south-east back to Capertee. 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 4756 2000 To 02 4756 2199

02 4821 0002 To 02 4849 4699

02 6226 1000 To 02 6238 3999

02 6257 7503 To 02 6257 7503

02 6329 4210 To 02 6376 1258

02 6853 7248 To 02 6859 5270

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 17 September 2008 to 26 September 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 **20080917-NSW-E-C-P-CENTRAL WEST**.

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.

