

Customer Service Advice from Telstra

Extreme Weather events impact service in the Central West and Forster Region of New South Wales

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 and Forster region of New South Wales on or about Friday 28 November 2008 through to Saturday 29 November 2008.

Due to the effect of damage to the Telstra telecommunications network, caused by large hailstones, very heavy rainfall, flash flooding and damaging winds, there has been a significant increase in the number of Telstra services being reported as faulty. As a result, there has been disruptions to some services 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 thunderstorms are likely to produce large hailstones, very heavy rainfall, flash flooding and damaging winds referred to in the BOM Severe Weather Warning issued for 27 November 2008 issued initially at 5:40 pm Thursday, 27 November 2008; which been widely reported in the news media since the events.

Telstra has identified that the effect of these circumstances applies to approximately 759 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 05 December 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 Moorland then south following the coast to Forster, Seal Rocks and Tea Gardens, then north to Gloucester, then west to Gundy, then south west through Denman to Olinda. From Olinda go south to Newnes, then north west to Stuart Town, then south to Euchareena, then south west through Canowindra to Greenthorpe, then north west through the Piney Range and Tullibigal to Lake Cargelligo. From Lake Cargelligo go north through Bobadah to Girilambone, then north east to Wongalea and then east to Gwabegar then south east to Rocky Glen, then south to Binnaway, then east to Murrurundi, further east to Elands and south east back to Moorland.

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 4994 7000	To	02 4994 7290	02 6822 1000	To	02 6869 9674
02 6358 8317	To	02 6379 8466	02 6881 6000	To	02 6898 2398
02 6541 0000	To	02 6559 3999	02 6972 9100	To	02 6972 9399
02 6571 1000	To	02 6577 8596			

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 2 December 2008 to 5 December 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 **20081202-NSW-E-C-P-CENTRAL WEST & FORSTER**.

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.

