

Customer Service Advice from Telstra

Extreme Weather events impact service in the New England 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 New England 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 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 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 thunderstorms are likely to produce very heavy rainfall, flash flooding and damaging winds.

Please refer to in the BOM Severe Weather Warning issued for 28 November 2008 issued initially at 11:21 am, which has been widely reported in the news media since the events.

Telstra has identified that the effect of these circumstances applies to approximately 1177 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 19 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 area bounded by, but not limited to Wongwabinda follow the western boundary of New England and Oxley Wilds National Parks south to Yarrowitch. Proceed southwest to Nowendoc and then west to Willow Tree. From Willow Tree head southwest to Coolah Tops National Park, then northwest through Premier and Tambar Springs to the northeastern corner of Pilliga Nature Reserve, then northwest to Pillaga and west to Castleraegh River, then northwest to Boorama. Then north to the northeastern corner of Narran Lake Nature reserve then northeast to Culgoa National Park and follow the boundary of the national park clockwise to Brenda Gate, then east to Mungindi and northeast to Boomi. From Boomi southeast to Yallaroi. Continue south south east to Keera then south east through Bundara back to Wongwabinda.

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 6723 6600 To 02 6729 9199 02 6742 0000 To 02 6796 8298
02 6828 1000 To 02 6829 6399

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 02 December 2008 to 19 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-NEW ENGLAND**.

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.

