

Customer Service Advice from Telstra

Extreme Weather events impact service in Victoria.

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of a series of extreme weather events which affected the majority of Victoria on or about 12 December 2008 through to 13 December 2008.

Due to the effect of damage to the Telstra telecommunications network by damaging winds and 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). Damaging wind and flash flooding referred to in the BOM Severe Weather Warning issued for 12/12/2008 initially at 11:15PM 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 22091 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 5 January 2009. 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 Cape Howe, then follow the coastline clockwise past Melbourne to the Victorian/South Australian border, then follow the border north to the southern boundary of the Big Desert Wilderness Park. Follow the boundary of the park east to the south-eastern corner and continue directly east to the boundary of Wyperfeld National Park. Follow the boundary of Wyperfeld National Park anti-clockwise past Chinaman Flat, Lake Albacutya and Mt Observatory to the north-eastern corner, and then go north-west to Pink Lakes on the boundary of Murray-Sunset National Park. Follow the boundary of Murray-Sunset National Park anti-clockwise to the VIC/SA border and follow the border north to where it meets the southern boundary of the Tarawi Nature Reserve and follow the boundary of the reserve anti-clockwise back to the VIC/SA border and continue north along the border to Scotia Sanctuary, then go east to Pooncarie, then east north-east to Panban Station, then follow the boundary of Willandra Lakes World Heritage Area clockwise to Koolaman Station, then go south-east to Robinvale and follow the VIC/NSW border past Boundary Bend to Natya, then east to Kyalite, then south-east through Cunninyeuk to Cohuna, then east to Bunnaloo, then south to Womboota, then south-east to Barmah, then follow the VIC/NSW boundary east past Tocumwal, Yarrowonga, Bundalong to Wahgunyah, then go south-east to Chiltern, then south south-east through Wooragee to Mudgegonga, then south-east through Mt Beauty to Falls Creek, then east to Glen Valley, then south-east through Benambra and Gelantipy to Goongerah, then east to Buldah, then north-east to where the boundary of Cooperacambra National Park meets the VIC/NSW border and follow the VIC/NSW border south-east back to Cape Howe. All suburbs and towns and offshore islands 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:

03 5021 0000	To	03 5039 9599	03 5821 0000	To	03 5832 0099
03 5070 1001	To	03 5095 6383	03 5852 1000	To	03 5874 5790
03 5122 1000	To	03 5199 2999	03 5931 0000	To	03 5998 9096
03 5221 0000	To	03 5289 7499	03 8300 0132	To	03 8339 0999
03 5330 1000	To	03 5399 4253	03 8360 8000	To	03 8368 2999
03 5420 7001	To	03 5499 9299	03 8390 0001	To	03 8415 1999
03 5520 2200	To	03 5529 5599	03 8502 0269	To	03 8511 4987
03 5560 5000	To	03 5599 8399	03 8598 9000	To	03 8598 9999
03 5621 0103	To	03 5689 1399	03 8699 5900	To	03 8711 8989
03 5721 0000	To	03 5799 2999	03 8742 0001	To	03 8761 6999

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 December 2008 to 5 January 2009 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 **20081217-VIC-S-C-P-VICTORIA**.

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.

