

Customer Service Advice from Telstra

Extreme Weather events impact service in Riverina Snowy

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 Riverina Snowy region of Victoria and New South Wales on or about Thursday 22 January 2009 through to Friday 23 January 2009.

Due to the effect of damage to the Telstra telecommunications network by severe storms, 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). Very heavy rainfall, flash flooding and damaging winds, referred to in the BOM Severe Weather Warning issued for 22 January 2009 initially at 2:44 pm Thursday, 22 January 2009; 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 1196 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 February 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 Wallaga Lake, then follow the coast south past Bega and Merimbula to the Victorian Border, then follow the border northwest to Bendoc, then southwest to Bonang, then northwest to the border at Barry Way, then follow the border west to where it meets the Murray River, then northwest past Mitta Mitta to Dederang, then north northwest through Yackandandah to Barnawatha, then west past Rutherglen to the Ovens River at Norong, then northwest through Rennie to Severnake and then west to Blighty. From Blighty southwest to Mathourie, then northwest through Caldwell, and Moulamein to Balranald, then north to the Cobb Highway at Mount Manara Station then east to Nathong Nature Reserve and following the western boundary anti clockwise to Wallanthery, then southeast to Rankins Springs, then northeast to Tullibigeal, then east to Burcher and then southeast to Marsden. From Marsden south to Wyalong and southeast to Bribaree, then east to Godfreys Creek, then southeast through Frogmore to Phils Creek, then southwest to Jugiong, then south through Tumorrana and Lacmalac to Talbingo, then southeast to Shannons Flat, then northeast to Jerangle, south to Numerella and east back to Wallaga Lake. 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 6020 1100	To	02 6043 3499	02 6896 9801	To	02 6896 9898
02 6056 0000	To	02 6059 8998	02 6920 0100	To	02 6978 3866
02 6071 0201	To	02 6077 9299	02 6993 0601	To	02 6995 4898
02 6382 1000	To	02 6386 8299	03 5020 0011	To	03 5020 6899
02 6452 1000	To	02 6458 9289	03 5881 1000	To	03 5889 5192
02 6492 0000	To	02 6496 9212			

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 **27 January 2009 to 5 February 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 **20090127-VIC-S-C-P-RIVERINA SNOWY**.

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.

