

Customer Service Advice from Telstra

Extreme Weather events impact service in Sydney

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 Sydney region of New South Wales, on or about Tuesday evening 31 March, through to Wednesday 1 April.

Due to the effect of damage to the Telstra telecommunications network 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). Very heavy rain, flash flooding and locally damaging winds referred to in the BOM Severe Weather Warning issued for 31 March 2009 initially at 3:25 pm on Tuesday 31 March 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 11434 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 9 April 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 Palm Beach, then follow the coastline south past Mona Vale, Dee Why, Manly, Bondi, Maroubra and Cronulla to Port Hacking Point, then follow Port Hacking internally to Audley, then go west through Engadine to Minto, then north-west to Leppington, then west north-west through Bringelly to Warragamba, then north-west to Lawson and then follow the Great Western Highway west to Blackheath, then west south west to Hampton, then north north-east to Lithgow, then west north west to Portland, then north-east to Cullen Bullen, then north to Capertee, then east south-east through Colo Heights and Maroota to Berowa, then follow Cowan Creek north to the Hawkesbury River, and following the Hawkesbury river back out to Palm Beach. 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 4565 0000 To 02 4588 6999	02 8704 1047 To 02 8725 4909
02 4721 0000 To 02 4788 1597	02 8746 0000 To 02 8824 9999
02 6351 2000 To 02 6372 7096	02 8850 0000 To 02 8850 7999
02 8219 0000 To 02 8250 9966	02 8883 0000 To 02 8920 9999
02 8275 7070 To 02 8275 7272	02 9019 0000 To 02 9020 6065
02 8338 0000 To 02 8356 9997	02 9130 1000 To 02 9153 9999
02 8394 9000 To 02 8399 3999	02 9181 1000 To 02 9181 5999
02 8509 5080 To 02 8509 5979	02 9211 0000 To 02 9999 6999
02 8539 7000 To 02 8539 7999	

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 April 2009 to 9 April 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 **20090402-NSW-E-C-P-SYDNEY**.

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.

