

Customer Service Advice from Telstra

Extreme Weather events impact service in areas of the Hunter and Mid North Coast

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 areas of the Hunter and Mid North Coast regions of New South Wales on or about Wednesday 1 April 2009.

Due to the effect of damage to the Telstra telecommunications network by very heavy rainfall 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). Severe Weather warnings of flash flooding and locally damaging winds were widely reported in the news media after the events and were also referred to in the BOM Severe Weather Warning issued for 1 April 2009, initially at 5:10 am on Wednesday 1 April 2009.

Telstra has identified that the effect of these circumstances applies to approximately 4281 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 14 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 Crowdy Head then follow the coast southwest to Patonga, then inland to the southwest at Brooklyn, then northwest to Wisemans Ferry, north-northwest to St Albans then northwest to Putty. From Putty go northeast through Howes Valley and Bulga to Dawsons Hill, then east to Eccleston then northeast to Rookhurst, east-northeast to Knorrit Flat, then northeast to Elands and then southeast back to Crowdy Head. 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:

02 4321 0000	To	02 4399 3999	02 6543 1100	To	02 6579 7199
02 4566 3000	To	02 4568 2298	02 9985 1000	To	02 9985 9995
02 4919 0000	To	02 4998 8798			

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 **3 April 2009 to 14 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 **20090403-NSW-E-C-P-CENTRAL NORTH**. 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.

