

Customer Service Advice from Telstra

Extreme Weather events impact service in Albany and surrounding areas

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 Albany region of Western Australia on or about Thursday 20 November through to Friday 21 November 2008.

Due to the effect of damage to the Telstra telecommunications network by a severe weather event which brought with it Heavy rainfall that resulted in 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 Weather zone website located at (<http://www.weatherzone.com.au>) Heavy rainfall and flash flooding referred to in their news article of Friday November 21, 2008 at 16:34 pm. These events have now been widely reported in the news media since the events.

Telstra has identified that the effect of these circumstances applies to approximately 225 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 2 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 bounded by and including, but is not limited to the area starting at Lake King then south-east to Powell Point, then following the coastline west through Hopetoun and Albany to Walpole, then north to Unicup Nature Reserve, then east to Frankland, then continue east south-east to Kendenup, then north-east to Amelup, then east north-east to Jerramungup, then north to the south-eastern tip of the Lake Magenta Nature Reserve and following the boundary of the reserve clock-wise to Lake Lockhart. From Lake Lockhart continue east north-east back to Lake King. 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:

08 9827 9200 To 08 9857 6171

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 25 November 2008 to 2 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 **20081125-WA-S-C-P-ALBANY**.

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.

