

Customer Service Advice from Telstra

Extreme Weather events impact service in Alpine Murray

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 Alpine Murray region of Victoria and New South Wales on or about Friday 3 April 2009.

Due to the effect of damage to the Telstra telecommunications network by severe thunderstorms, 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). Large hailstones, very heavy rainfall and flash flooding referred to in the BOM Severe Weather Warning issued for 3 April 2009 initially at 3:18pm Friday, 3 April 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 380 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 17 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 Tumarumba, then south to Towong via Tooma, then southeast to Khancoban, then southwest to Dartmouth via Nariel Creek, then west to Mitta Mitta, then west northwest to Dederang, then north northwest to Barnawartha, then west southwest to Springhurst, then north northeast to Rennie, then north to Sangar, then east northeast through Daysdale to Rand, then north northeast to Osborne, then southeast to Henty, then east through Cookardinia and Little Billabong to Carabost, and then southeast back to Tumarumba. All towns and suburbs 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 6920 7400	To	02 6929 6499
02 6056 0000	To	02 6059 8998	02 6948 2000	To	02 6948 8698
02 6071 0201	To	02 6077 9299			

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 **7 April 2009 to 17 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 **20090407-VIC-S-C-P-ALPINE MURRAY**.

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.

