

Customer Service Advice from Telstra

Extreme Weather events impact service in Alpine Wagga

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 Wagga region of New South Wales on or about the evening of Tuesday 3 February 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, flash flooding and damaging winds were referred to in the BOM Severe Weather Warning issued for 3 February 2009 initially at 7:56 pm Tuesday, 3 February 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 300 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 11 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 Frogmore, go south-east to Phils Creek, then west south-west to Boorowa, continuing south-west through Galong to Jugiong, then south south-east to Tumorrana. From Tumorrana then head south-west to Lacmalac, south to Talbingo and west north-west through Batlow, Humula and Pulletop to Woodend. From Woodend head north north-east through Collingullie to Coolamon, continuing north-east to Springdale, north north-west to Narraburra and north-east to Bribbaree. From Bribbaree then head east to Bendick Murrell, then east south-east back to Frogmore. 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 6382 1000 To 02 6386 8299 02 6971 0000 To 02 6978 1589
02 6920 0100 To 02 6949 5999

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 **6 February 2009 to 11 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 **20090206-NSW-E-C-P-ALPINE WAGGA**.

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.

