

Customer Service Advice from Telstra

Extreme Weather events impact service in Central North

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 Central North region of New South Wales on or about Tuesday 10 February 2009 through to Monday 16 February 2009.

Due to the effect of damage to the Telstra telecommunications network by a severe weather pattern, 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). A low pressure system which brought heavy rain, lightning to the ground and localised flooding, referred to in the BOM Severe Weather Warning, issued for Tuesday 10 February 2009 initially at 3:12 pm ; 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 3370 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 March 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 follow the coastline south-west to Patonga, then go north-west to Mt White, west south-west to Spencer, then follow the Hawkesbury River to Lower Hawkesbury, then go west south-west to Lower Portland, west to Colo, west north-west to Colo Heights, and follow the Colo River to where it meets the Capertee River, then follow the Capertee River to Glen Davis, then go west north-west through Ilford to Hargraves, then west to Stuart Town, then west north-west to Bakers Swamp. From Bakers Swamp continue west to Yeoval, then west north-west to Tomingley, then north north-west to Wyanga, then west north-west to Dandaloo, then continue north-west to Buddabaddah, then south-west through Gilgunnia Station and South Mount Hope to Matakana. Then continuing west to Roto, then north-west through Kewong & Bulla Stations to Poopelloe Lake, then north-north east crossing the Darling river to Tilpa, then east to the Mitchell Highway at Glenariff Station, then north-east to Gilgoin Station, then south-east to Carinda and east to Gwabegar, then south-east to the north-western corner of Pilliga Nature Reserve, then follow the border of the reserve clockwise to Borah Station, then go south to Weetaliba via Rocky Glen and Purlawaugh, then east through Murrurundi to Timor, then east south-east through Ellerston to Rookhurst, then east north-east to Knorrit Flat, then north-east to Elands and finally south-east back to Crowdy Head. 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 4321 0000	To	02 4399 3999	02 6571 1000	To	02 6579 7199
02 4566 3000	To	02 4568 2298	02 6822 1000	To	02 6848 8899
02 4919 0000	To	02 4998 8798	02 6862 1742	To	02 6869 3388
02 6358 8201	To	02 6358 8660	02 6881 6000	To	02 6898 1208
02 6372 0000	To	02 6379 8466	02 9985 1000	To	02 9985 9995
02 6541 0000	To	02 6559 3999			

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 **16 February 2009 to 2 March 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 **20090216-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.

