

Customer Service Advice from Telstra

Extreme Weather events impact service in Central North New South Wales

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 Friday 25 December 2009 through to Tuesday 29 December 2009.

Due to the effect of damage to the Telstra telecommunications network by a series of 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). Very heavy rain and thunderstorms causing flash flooding referred to in the BOM Severe Weather Warning issued initially at 11:05 am on Friday 25 December 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 4222 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 January 2010. 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 following the coast southwest to Patonga, then southwest to Brooklyn and follows the Hawkesbury River inland to Wisemans Ferry, then north to St Albans, west to Glen Davis, northwest through Running Stream to Hargraves, west to Stuart Town, west northwest to Bakers Swamp, west to Yeoval, west northwest through Tomingley to Dandaloo, west to Widgeland, south to Myamley, northwest to Nymagee, west to Neckarboo Station, north west to the southern border of the Paroo Darling National Park, northeast to Darling Downs station, east through Buckinghamy to Gwabegar, southeast to Rocky Glen, south through Purlewaugh to Binnaway, east southeast through Murrurundi and Timor to Elliston, east to Knorrit Flat, northeast to Elands, then southeast back to the coast at Crowdy Head. All suburbs, towns and off shore islands and coastal areas 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	

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 **29 December 2009** to **11 January 2010** 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 **20091229-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

