

Customer Service Advice from Telstra

Extreme Weather events impact service in Central North & Parkes in NSW

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 and Parkes region of NSW on or about Friday 12 December 2008 through to Saturday 13 December 2008.

Due to the effect of damage to the Telstra telecommunications network by very heavy rainfall and 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 Bureau of Meteorology (BOM). Very heavy rainfall causing localised flash flooding referred to in the BOM Severe Weather Warning issued for Friday 12 December initially at 9:55 pm on Thursday 11 December 2008.

Telstra has identified that the effect of these circumstances applies to approximately 750 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 19 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 Nelson Bay then follow the coastline south west through Anna Bay to Stockton, then north west to Maitland, then north through Paterson to Gresford, then north west to Lostock. From Lostock go north west to Rouchel Brook, then south west through Muswellbrook and Denman to Olinda, then south to Newnes, west northwest to Stuart Town, then south to Euchareena, then south west to Canowindra and continue south southwest to Greenthorpe. From Greenthorpe go west to Piney Range, then north west through Tullibigeal to Lake Cargelligo, then North through Bobadah to Girilambone, then north east to Wongalea and then east to Gwabegar, then south east to Rocky Glen, then south to Binnaway then East through Murrurundi to Ellerston, then south east through Dungog to Karuah then east back to Nelson Bay. 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 4919 0000	To	02 4938 9798	02 6541 0000	To	02 6549 1174
02 4953 9448	To	02 4953 9959	02 6571 4548	To	02 6577 6198
02 4964 1000	To	02 4966 8999	02 6822 1000	To	02 6869 9674
02 4981 0001	To	02 4997 7288	02 6881 6000	To	02 6898 2398
02 6341 1705	To	02 6347 8180	02 6972 9100	To	02 6972 9399
02 6358 8201	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 16 December 2008 to 19 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 **20081216-NSW-E-C-P-CENTRAL NORTH & PARKES**. 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.

