

Customer Service Advice from Telstra

Extreme Weather events impact service in NSW Central South & Illawarra

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 South and Illawarra region of New South Wales on or about 12 December 2008 through to 13 December 2008.

Due to the effect of damage to the Telstra telecommunications network by 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). Heavy rainfall and flash flooding referred to in the BOM Severe Weather Warning issued for 12/12/2008 initially at 4:34AM 12 December 2008 all of which were reported in the news media after the events.

Telstra has identified that the effect of these circumstances applies to approximately 1656 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 Helensburgh then follow the coastline south through Corrimal, Port Kembla, Greenwell Point, Bendalong, Batemans Bay Wallaga Lake Heights. Then north west through Michelago to Brindabella then north through Wee Jasper to Binalong, then north east through Rye Park to Bigga, then west to Peelwood, then south east to Golspie, east to High Range, then south east to Mittagong and north east back to Helensburgh. 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 4225 0002	To	02 4237 8999	02 4861 1000	To	02 4888 9298
02 4256 0000	To	02 4297 8999	02 6226 1000	To	02 6262 7758
02 4421 0000	To	02 4423 7999	02 6280 7329	To	02 6284 4999
02 4441 0000	To	02 4478 8914	02 6297 0000	To	02 6299 9999
02 4626 4648	To	02 4626 4648	02 6493 7170	To	02 6493 7381
02 4821 0002	To	02 4849 4699			

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 16/12/2008 to 19/12/2008 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 SOUTH & ILLAWARRA**.

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.

