

Customer Service Advice from Telstra

Extreme Weather events impact service in the Central Victoria and Riverina Snowy Region

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 Victoria and Riverina Snowy region of Victoria and New South Wales on or about Saturday 25 April 2009 through to Sunday 26 April 2009.

Due to the effect of damage to the Telstra telecommunications network by the extreme weather events which brought with them damaging winds, large hailstones and heavy rainfall, 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). Damaging wind, flash flooding and large hailstones referred to in the BOM Severe Weather Warning issued for 25 April 2009 initially at 5:13 PM Saturday 25 April 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 2626 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 07 May 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 Wallaga Lake, follow the coast south past Bega and Merimbula to the Victorian Border, then follow the border northwest to Bendoc, then go west to Bonang, northwest to Willis, then follow the border northwest to Tom Groggin, then go west to Dartmouth, south southwest to Falls Creek Alpine Village, south to Dinner Plain, then follow the Great Alpine Road west to Hotham Heights Alpine Village, then go west southwest to Mt Buller Alpine Village, south southwest to Woods Point, northwest through Eildon to Euroa, then west northwest through Murchison to Rushworth. From Rushworth go southwest to Heathcote, south through Baynton to Mt Macedon, then south southwest through Bacchus Marsh, Balliang and Anakie to Bannockburn. From Bannockburn go south to Moriac, west to Buckley, northwest to Skipton, north northwest to Eurambeen, northeast to Talbot, then east to Campbelltown. From Campbelltown go northeast to Newstead, north to Maldon, northwest to Laanecoorie, then north through Inglewood to Korong Vale, northeast to Gunbower, north northeast to Caldwell, northwest through Moulamein to Balranald, north to the Cobb Highway at Mount Manara Station then east to Nathong Nature Reserve and following the western boundary anti clockwise to Wallanthery, then southeast to Rankins Springs, northeast to Tullibigeal, east to Burcher and then southeast to Marsden. From Marsden go south to Wyalong, southeast to Bribaree, east to Godfreys Creek, southeast through Frogmore to Phils Creek, southwest to Jugiong, south through Tumorrana and Lacmalac to Talbingo, southeast to Shannons Flat, northeast to Jerangle, south to Numerella, then east back to Wallaga Lake. 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 6020 1100	To 02 6077 9299	03 5229 6539	To 03 5238 9599
02 6382 1000	To 02 6386 8299	03 5265 1002	To 03 5265 6198
02 6452 1000	To 02 6458 9289	03 5330 1000	To 03 5369 5298
02 6492 0000	To 02 6496 9212	03 5422 1000	To 03 5494 7499
02 6896 9801	To 02 6896 9898	03 5596 5106	To 03 5596 5155
03 5020 0011	To 03 5027 3025	03 5721 0000	To 03 5798 9688
03 5159 6300	To 03 5159 6791	03 5852 1233	To 03 5889 5192

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 April 2009 to 6 May 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 **20090429-VIC-S-C-P-CENTRAL VIC_RIVERINA**.

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.

