

# Customer Service Advice from Telstra.

## Extreme Weather events impact service in Central South and South Coast 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 South and South Coast regions of New South Wales, on or about, Friday 5 February 2010 through to Sunday 7 February 2010.

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 rainfall and flash flooding referred to in the BOM Severe Weather Warning issued for 5 February 2010 initially at 12:41 pm Friday, 5 February 2010; 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 5118 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 1 March 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 Point Hacking Point on the coast, follow the coastline south past Wollongong, Jervis Bay and Batemans Bay to Wallaga Lake Heights, then go west to the southern most point of the Gulaga National Park and follow the southern border of the park in a westerly direction to the Kooraban Nationla Park and west through the Wandella State Forest to Yowrie. From Yowrie go directly west to the western border of the Wadbilliga National Park and then follow the border of the parks north to Anembo. From Anembo go directly west to the ACT border and follow the border in a clockwise direction to a point east of Bimberi. From this point go west to Brinberi, then north through Brindabella to Wee Jasper, then northwest to Jugiong, then north east through Binalong and Rye Park to Rugby, then north to Reids Flat, then west northwest to Graham, then northwest to Greenthorpe, then southwest to Tyagong, west to Quindialla, then west northwest to Bland. From Bland go northwest through Tullibigeal and Lake Cargelligo to Mount Hope, then north to Salt Creek station then northeast to Bobadah, then east northeast to Tottenham and southeast through Albert and Peak Hill to Cumnock, then east to Euchareena, then southeast to Hill End. From Hill End go east southeast to Sofala, then south southeast to Limekilns, then southeast through Meadow Flat to Rydal, then south southwest to Ginkin, then southeast to Nattai, then northeast to Cobbitty, then south east to Cambelltown and east back to the coast at Point Hacking Point. All suburbs, towns, 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 6161 1174	To	02 6162 9011
02 4256 0000	To	02 4297 8999	02 6226 1000	To	02 6262 9999
02 4421 0000	To	02 4423 7999	02 6329 4210	To	02 6376 1258
02 4441 0000	To	02 4478 8914	02 6493 7170	To	02 6493 7381
02 4620 0000	To	02 4659 7999	02 6888 7367	To	02 6898 2398
02 4821 0002	To	02 4849 4699	02 6972 9100	To	02 6972 9399
02 4861 1000	To	02 4889 9999			

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 **8 February 2010 to 1 March 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 **20100208-NSW-E-C-P-CENTRAL SOUTH & SOUTH COAST**.

Copies of this notice are available on our Internet site at [www.telstra.com.au/msd/](http://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](http://www.tio.com.au)) and in the White Pages® directory.

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