

Customer Service Advice from Telstra.

Extreme Weather events impact service in Darwin-Daly

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 Darwin-Daly region of Northern Territory on or about Sunday 3 January 2010 through to Tuesday 5 January 2010.

Due to the effect of damage to the Telstra telecommunications network by a monsoonal trough, 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 damaging winds were referred to in the BOM Severe Weather Warning issued for Sunday 3 January initially at 5:12 pm Central Standard Time (CST) Sunday 3 January 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 397 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 Gunn Point go southeast to Middle Point, then southwest through Noonamah to Berry Springs. From Berry Springs follow the coastline of Port Darwin then Hope Inlet and Shoal Bay past Palmerston and Lee Pt back to Gunn Point. 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:

08 8927 0000 To 08 8953 1768 08 8970 9099 To 08 8988 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 **5 January 2010 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 **20100105-NT-S-C-P-DARWIN-DALY**.

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.

