

Customer Service Advice from Telstra

Natural Disaster events impact service in the Mid North Coast region

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of a Natural Disaster in the Mid North Coast region of New South Wales on or about 21 May 2009 through to 24 May 2009.

Due to the affect of damage to the Telstra telecommunications network by severe rain, flash flooding and damaging winds, 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). The area affected was impacted by flash flooding, damaging winds, abnormally high tides and damaging surf. Warnings were issued for New South Wales initially at 3:55 AM on 21 May 2009 and continued through to 4:50 AM on the 24 May 2009. The impact was widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances applies to approximately 2248 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 10 June 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 whilst this work is being undertaken.

Telstra services in the area bounded by and including, but is not limited to, the area starting at Evans Head, following the coastline south past Coffs Harbour and Port Macquarie to Crowdy Head. From Crowdy Head go northwest to Lorne, west northwest to Comboyne, northwest to Yarras, west to Myrtle Scrub then follow the western border of the Werrikinbe, Oxley Wild Rivers and Cathedral Rock National Parks north to Wongwibinda, then go north northeast to the south eastern corner of the Nymboida National Park and follow the eastern border north past Gibraltar Range National Park to the north eastern corner of the Walshpool Wilderness area, then go east to Baryulgil, east southeast to Whiporie, northeast to Woodburn then south east back to Evans Head. 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 6550 4000	To	02 6569 9499	02 6682 2000	To	02 6682 6999
02 6581 0000	To	02 6587 7297	02 6775 9100	To	02 6775 9298
02 6642 1000	To	02 6661 9198			

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 **25 May 2009 to 10 June 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 **20090525-NSW-E-B-P-MID NORTH COAST**.

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.

