

Customer Service Advice from Telstra

Extreme Weather events impact service in Narrogin

As previously notified by Telstra on Tuesday 13 March 2009, normal operations in the Southern Region of Western Australia were effected by extreme weather events on or about Friday 27 February through to Sunday 1 March 2009.

Telstra's telecommunications network in these areas experienced high levels of damage that resulted in delays to installation and repair activities on a significant number of Telstra services. The impact in the Narrogin area has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has now been extended for this area only to 18 March 2009.

Telstra has identified that the effect of these circumstances applies to approximately 413 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 18 March 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 King Rocks then south south-east through Holt Rock to Varley, then south-west through Newdegate to Pingrup, then south to Onegrup, then north-west to Badgebup, then west to Katanning, then north-west to Boscabel, then south-west to Kulikup, then north north-east to Moodiarrup, then north-west to Cordering, north north-east to Darkan, then north north-west through Quindanning to Boddington, then north to Westdale, then east through Brookton, Aldersyde and Bulyee to Corrigin, then north-east to South Kumminin, then east south-east to Hyden, and then north-east back to King Rocks. All suburbs and towns 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 9046 5130	To 08 9046 5130	08 9642 1000	To 08 9647 1183
08 9062 9004	To 08 9065 8080	08 9736 1000	To 08 9736 3098
08 9172 3057	To 08 9172 3057	08 9855 2279	To 08 9889 8113

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 March 2009 to 18 March 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 **20090305-WA-S-C-P-WA SOUTH**.

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.

