

# Customer Service Advice from Telstra

## Extreme Weather events impact service in Northern 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 Northern regions of New South Wales on or about Sunday 27 December 2009 through to Tuesday 29 December 2009.

Due to the effect of damage to the Telstra telecommunications network by 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). Heavy rainfall and flash flooding are referred to in the BOM Severe Weather Warning issued for Sunday 27 December initially at 2:21 pm Sunday, 27 December 2009; all of which were widely reported in the news media after these events.

Telstra has identified that the effect of these circumstances applies to approximately 3159 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 Bilinga then following the coast line to the south past Tweed Heads, Ballina, Coffs Harbour, and Port Macquarie to Laurieton. The area boundary then continues west to Comboyne, and north-west to Yarras. Then continues north-west to Yarrowitch, then south-west to Nowendoc, then west to Willow Tree, then south-west to Coolah Tops National Park, then northwest through Premer and Tambar Springs to the north-eastern corner of Pilliga Nature Reserve. From Pilliga Nature Reserve to the north-west to Pillaga, then west to the Castlereagh River and follows the river to where it meets the Barwon River, then south-west through Gongolgon to Byrock, then west south-west to the southern border of the Paroo Darling National Park and follows the border of the park clockwise to Peery Station, then head directly north to the New South Wales/Queensland border and follow the border to the east back to Bilinga. 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:

02 6550 4000 To 02 6569 9499	02 6828 1000 To 02 6839 2997
02 6581 0000 To 02 6587 7297	07 5513 0001 To 07 5524 9999
02 6621 2000 To 02 6689 9497	07 5536 1000 To 07 5536 9999
02 6721 0000 To 02 6796 8298	07 5590 1900 To 07 5599 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 **29 December 2009 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 **20091229-NSW-E-C-P-NORTHERN NSW**.

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.

