

# Customer Service Advice from Telstra

## Natural Disaster 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 Natural Disaster in Northern New South Wales, on or about Saturday 14 February 2009 through to Wednesday 18 February 2009.

Due to the affect of damage to the Telstra telecommunications network by heavy rainfall, damaging winds and widespread flooding, 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 very heavy rainfall, flash flooding and large hailstones issued for New South Wales initially at 5:47 am on Saturday, 14 February 2009; and as widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances applies to approximately 4792 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 9 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 whilst this work is being undertaken.

Telstra services in the area bounded by and including but is not limited to, the area starting at; Bilinga follow the coast line south past Tweed Heads, Ballina, Coffs Harbour, and Port Macquarie to Laurieton. Then go north-west to Bunyah, then west to Rawdonvale and follow the Great Dividing Range to Yarras. Then continue north-west to Yarrowitch, then go north-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. Then go north-west to Pillaga, then west to Castleraegh River and follow the river to where it meets Barwon River, then go south-west through Gongolgon to Byrock, then west south-west to the southern border of the Paroo Darling National Park and follow 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 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 6870 1001	To	02 6874 7897
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
02 6828 1000	To	02 6839 2997			

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 **18 February 2009 to 09 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 **20090218-NSW-E-B-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.

