

Customer Service Advice from Telstra.

Extreme Weather events impact service in Northern New South Wales

As previously notified by Telstra on 6 January 2010, normal operations in the Northern regions of New South Wales were effected by extreme weather events on or about 27 December 2009 through to 29 December 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. Due to the extent of flooding, including natural disaster being declared in some areas, the impact in the affected region has been greater than initially estimated, and as a consequence of the continued weather effects and flooding, the expected recovery date has now been extended to 25 January 2010 for part of the region previously advised.

There has been an additional 528 services identified in Northwest New South Wales as being directly impacted by the conditions bringing the total number of impacted customers in this region to 1849. Recovery efforts have now been completed for the majority of services in Northeast New South Wales. Telstra has implemented a recovery plan to complete outstanding installation and repair work by 25 January 2010.

Telstra services encompassed in this exemption are; in the area bounded by and including, but is not limited to, the area starting at Drakes Village follow the Great Dividing Range South West to Metz, & continue south west to Walcha. Then go south to Glen Morrison, then south west to Niangala, and south west to Wallabadah. Then head 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 east back to Drakes Village. 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 6721 0000 **To** 02 6796 8298 02 6870 1001 **To** 02 6874 7897
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 **29 December 2009 to 25 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/ 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.

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