

# Customer Service Advice from Telstra

## Natural Disaster events impact service in the NSW Northeast 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 northeast coast region of New South Wales on or about 5 November 2009.

Due to the affect of damage to the Telstra telecommunications network by severe rains, damaging winds and flash 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 severe thunderstorms, with a warning issued for New South Wales initially at 5:08 pm on 5 November 2009 through to 11.05 am on 7 November 2009, and was widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances applies to approximately 1999 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 17 November 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 Tweed Heads, follow the coastline south past Coffs Harbour and Port Macquarie to Crowdy Head, then 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. From Wongwibinda 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 northeast to Tabulam, northwest to Amosfield on the New South Wales/Queensland border and follow the border east back to Tweed Heads. 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 6771 1542	To	02 6775 9298
02 6581 0000	To	02 6587 7297	07 5536 1000	To	07 5536 9999
02 6621 2000	To	02 6689 9497	07 5590 1900	To	07 5599 9999
02 6736 1000	To	02 6737 6899			

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 **6 November 2009 to 17 November 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 **20091106-NSW-E-B-P-NORTH EAST COAST**.

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.

