

Customer Service Advice from Telstra

Extreme Weather events impact service in North East Tasmania

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 north east region of Tasmania, on or about, Friday 21 August 2009 through to Monday 24 August 2009.

Due to the effect of damage to the Telstra telecommunications network, severe weather events were caused which brought with them heavy rainfall, localised flooding, damaging winds and lightning to the ground. Consequently, 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). Destructive winds were referred to in the BOM Severe Weather Warning issued for 21 August 2009 initially at 8:20 am Friday 21 August 2009; and were widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances applies to approximately 477 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 1 September 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 Cape Portland, follow the coastline south past St Helens and St Marys to Bicheno, then go west to Apsley Gorge in the Douglas-Apsley National park, then west southwest through Lake Leake to Mona Vale, then northwest through Poatina to Meander, then west northwest through Caveside to Liena, then northeast through Kimberley to Port Sorell, then follow the coastline east back to Cape Portland. 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:

03 6326 1000 To 03 6399 3599

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 **24 August 2009 to 1 September 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 **20090824-TAS-S-C-P-NORTH EAST TASMANIA**.

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.

