

Customer Service Advice from Telstra

Extreme Weather events impact service in Northern 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 northern region of Tasmania, on or about Wednesday 15 April 2009.

Due to the effect of damage to the Telstra telecommunications network by an extreme weather event which brought with it damaging winds, hail and lightning to ground strikes, 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). Damaging winds were referred to in the BOM Severe Weather Warning issued for 15 April 2009 initially at 7:35AM Wednesday 15 April 2009; which was widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances applies to approximately 562 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 27 April 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 Eddystone Point follow the coastline south past St Helens Point to Bicheno, then go southwest to Cranbrook, west to Ross, northwest through Poatina to Meander, then west northwest through Caveside and Liena to Waratah. From Waratah follow the Murchison Highway through Yolla to Wynyard on the northwest coast of Tasmania, then follow the coast in an easterly direction past Burnie, Devonport, Low Head and Bridport back to Eddystone Point. 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:

03 6326 1000	To	03 6399 3599	03 6471 1903	To	03 6471 5011
03 6423 1000	To	03 6442 5498	03 6491 1000	To	03 6497 2196

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 **17 April 2009 to 24 April 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 **20090417-TAS-S-C-P-NORTHERN 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.

