

Customer Service Advice from Telstra

Extreme Weather events impact service in northwest Sydney

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 northwest Sydney region of New South Wales, on or about, the evening of Wednesday 25 March 2009.

Due to the effect of damage to the Telstra telecommunications network by severe thunderstorms, 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; delays to normal installation and repair activities are anticipated. 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). Large hailstones, very heavy rainfall and flash flooding, referred to in the BOM Severe Weather Warning issued for 25 March initially at 5:31 pm Wednesday, 25 March 2009; all of which were widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances applies to approximately 1144 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 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 Maroota then south southwest to Cattai, then south through Riverstone to Rooty Hill, then southwest to Erskine Park, northwest to Orchid Hills and southwest to Regentville. From Regentville go west to Katoomba, then northwest to Hampton then north to Capertee. From Capertee go southeast to Wallerawang, then east to Colo Heights, then southeast to Lower Portland and east back to Maroota. 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 4565 0000	To	02 4588 6999	02 8807 0007	To	02 8814 8698
02 4721 0000	To	02 4739 9999	02 9623 0002	To	02 9628 9999
02 4751 1000	To	02 4759 3999	02 9670 1000	To	02 9677 9998
02 4774 2275	To	02 4788 1597	02 9832 0000	To	02 9838 3199
02 6351 2000	To	02 6359 3399			

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 **30 March 2009 to 1 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 **20090330-NSW-E-C-P-NORTH WEST SYDNEY**. 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.

