

Customer Service Advice from Telstra.

Extreme Weather events impact service in Riverina/Snowy Region

As previously notified by Telstra on Monday 15 February 2010, normal operations in the Riverina Snowy region of New South Wales and Victoria were effected by extreme weather events on or about Thursday 4 February 2010. Telstra's telecommunications network in these areas have 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 damage to the Telstra network, 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 3 March 2010.

There has been an additional 1206 services identified in the Riverina Snowy region as being directly impacted by the conditions bringing the total number of impacted customers in this region to 2843. Telstra has implemented a recovery plan to complete outstanding installation and repair work by 3 March 2010.

Telstra services encompassed in this exemption are; in the area bounded by and including, but is not limited to the area starting at Wallaga Lake on the NSW coast, then following the coast south to the NSW/VIC border, then follow the NSW/VIC border northwest to Bendoc, then southwest to Bonang, then northwest back to the NSW/VIC border at Barry Way, then follow the NSW/VIC border west to where it meets the Murray River. From this point continue northwest past Mitta Mitta to Dederang, then north northwest through Yackandandah to Barnawartha, then northwest to Rutherglen, then southwest to Norong, then northwest into New South Wales through Rennie to Savernake and then west to Blighty. From Blighty southwest to Mathoura, then northwest through Caldwell, and Moulamein to Balranald, then north to the Cobb Highway at Mount Manara Station then east to Yathong Nature Reserve and following the western boundary anti clockwise to Wallanthery, then southeast to Rankins Springs, then northeast to Tullibigeal, then east to Burcher and then southeast to Marsden. From Marsden southwest to Wyalong and southeast to Bribbaree, then east to Godfreys Creek, then southeast through Frogmore to Phils Creek, then southwest to Jugiong, then south through Tumorrana and Lacmalac to Talbingo, then southeast to Shannons Flat, then northeast to Jerangle, then south to Numerella and finally southeast back to Wallaga Lake. All towns and suburbs 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 6020 1100	To	02 6043 3499	02 6896 9801	To	02 6896 9898
02 6056 0000	To	02 6059 8998	02 6920 0100	To	02 6978 3866
02 6071 0201	To	02 6077 9299	02 6993 0601	To	02 6995 4898
02 6382 1000	To	02 6386 8299	03 5020 0011	To	03 5020 6899
02 6452 1000	To	02 6458 9289			

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 **8 February 2010 to 3 March 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 **20100208-VIC-S-C-P-RIVERINA SNOWY**.

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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