

Customer Service Advice from Telstra

Extreme Weather events impact service in Regional South Australia

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 area of Regional South Australia on or about Friday 12 December 2008 through to Saturday 13 December 2008

Due to the effect of damage to the Telstra telecommunications network by heavy rainfall 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 Weather zone website located at (<http://www.weatherzone.com.au>) Heavy rainfall and flash flooding referred to in their news article of Friday December 12, 2008 at 15:53 pm. These events have now been widely reported in the news media since the events.

Telstra has identified that the effect of these circumstances applies to approximately 514 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 23 December 2008. 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 Piccaninnie Ponds Coastal Park then follow the coastline north-west past Robe to Magrath Flat, then east to Culburra, north through Geranium to Marama, north-west through Bowhill to Cambrai, then north-east to Blanchetown, then north-west to Bower, then west to Auburn, then west south-west to Port Wakefield, then north to Mundoora, then west to Webling Point then follow the coastline clockwise past Port Pirie, Port Augusta, Whyalla, Tumby Bay, Port Lincoln, Streaky Bay and Ceduna to SA/WA border. Then follow the border north to the SA/NT border. Follow the SA border east to the north-eastern corner of the SA border, then follow the border south to the boundary of Danggali Conservation Park and follow the boundary of the park anti-clockwise back to the SA border and continue down the border back to Piccaninnie Ponds. 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:

08 8540 2000	To	08 8543 2298	08 8821 2602	To	08 8827 3299
08 8562 5001	To	08 8595 8199	08 8842 1000	To	08 8849 2598
08 8620 2000	To	08 8689 4099	08 8862 1187	To	08 8868 3170
08 8723 0000	To	08 8739 9399	08 8892 2000	To	08 8894 2298
08 8752 0000	To	08 8769 6197			

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 16 December 2008 to 23 December 2008 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 **20081216-SA-S-C-P-REGIONAL SA**.

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.

