

Customer Service Advice from Telstra

Cable damage impacts service in Somerton Victoria

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of damage caused to telecommunications plant and equipment by a third party contractor not acting for or on behalf of Telstra, in the Somerton area of Melbourne on or about Monday 17 November 2008.

Due to the damage caused by the non associated contractor drilling into a cable in the Telstra telecommunications network, 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.

Telstra has identified that the effect of these circumstances applies to approximately 926 services. This number may increase as Telstra assesses the full extent of the network damage. Based on current information, the resumption date of normal service operations is expected to be 25 November 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 McPherson Boulevard then up to Sylvester Parade, then continuing up to James Mirams Drive, then across to Donald Cameron Drive and back down to Roxburgh Park Drive.

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 8339 0000 To 03 8339 0999 03 9303 7000 To 03 9308 9999

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 19 November 2008 to 25 November 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 **20081119-VIC-S-A-P-SOMERTON**.

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.

