

Customer Service Advice from Telstra

Extreme Weather events impact service in Southern 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 southern region of Tasmania on or about 5 June 2009 through to 9 June 2009.

Due to the effect of damage to the Telstra telecommunications network by an extreme weather event which brought with it heavy rainfall and localised 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 Bureau of Meteorology (BOM). Localised flooding was referred to in the BOM Severe Weather Warning issued for 5 June 2009 initially at 9AM Friday 5 June 2009; and was widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances applies to approximately 1255 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 26 June 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 Cape Tourville, follow the coastline clockwise past Freycinet Peninsula, Swansea, Tasman Peninsula, Hobart, Southport, and South West Cape to Low Rocky Point, then go east northeast to Strathgordon, northeast to Ouse, then follow the Lyell Highway northwest to Derwent Bridge. From Derwent Bridge go east northeast to Miena, east southeast to Woodbury, southeast to Pawtella, northeast to Cranbrook, then follow the Tasman Highway northeast to Llandaff. From Llandaff, go south southeast back to Cape Tourville. 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 6223 1000 To 03 6298 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 **11 June 2009 to 26 June 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 **20090611-TAS-S-C-P-SOUTHERN 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.

