

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, Saturday 26 September 2009 through to Sunday 27 September 2009.

Due to the effect of damage to the Telstra telecommunications network by a severe weather event which brought with it damaging winds and rain, 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). Damaging winds and dangerous surf referred to in the BOM Severe Weather Warning issued for Saturday initially at 4:20pm on Saturday 26 September 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 718 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 6 October 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 in a clockwise direction past Freycinet Peninsula, Swansea, Hobart, Southport and South West Cape to High Rocky Point. From High Rocky Point go east to Gordon Dam, then north east to Bronte Park, then follow the Marlborough Highway to Miena, then southeast to Woodbury, north east to Cranbrook and then follow the Tasman Highway to Llandaff and then south east 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 **29 September 2009 to 6 October 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 **20090929-S-C-P-SOUTHERN TAS**.

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.

The Telstra logo consists of the word "Telstra" in a bold, sans-serif font. The letter "T" is stylized with a grey shadow effect behind it, making it appear to float above the rest of the text.