

Customer Service Advice from Telstra

Extreme Weather events impact service in Sydney South

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 Sydney South region of New South Wales, on or about Tuesday evening on 14 April 2009.

Due to the effect of damage to the Telstra telecommunications network by severe thunderstorms, 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). Large hailstones, very heavy rainfall, flash flooding and damaging winds were referred to in the BOM Severe Weather Warning issued for 14 April 2009 initially at 6:49 pm Tuesday, 14 April 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 6037 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 27 April 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 South Head follow the coastline south past Bondi, Maroubra and Cronulla to Port Hacking Point, then follow Port Hacking internally to Audley, then go west through Engadine to Minto, then northwest to Leppington, west northwest through Bringelly to Warragamba, then northeast to Mulgoa, southeast to Luddenham and north east to Horsley Park. From Horsley Park go east to Wetherill Park, northeast through Guildford to Granville, southeast through Lidcombe to South Strathfield, then east to Ashfield, then northeast to Balmain, then southeast to Redfern, then northeast to Edgecliff and follow Port Jackson back out to South Head. All suburbs and towns 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:

02 4773 2000	To	02 4774 9998	02 8783 0000	To	02 8812 7973
02 8338 0000	To	02 8356 9997	02 9300 0000	To	02 9399 9999
02 8394 9000	To	02 8399 3999	02 9501 0039	To	02 9832 2724
02 8509 5080	To	02 8509 5979	02 9885 0030	To	02 9897 9999
02 8704 1047	To	02 8725 4909	02 9996 4900	To	02 9996 5999

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 **17 April 2009 to 24 April 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 **20090417-NSW-E-C-P-SYDNEY SOUTH**.

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.

