

Customer Service Advice from Telstra

Telstra is working to manage impacts of bushfires in Victoria

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of bushfires in various regions of Victoria which began on or about Saturday 7 February 2009.

Due to the affect of damage to the Telstra telecommunications network by bushfires, Telstra is currently mobilising resources from other regions and redeploying these people to the affected areas to assess the damage and assist with recovery as areas become accessible. 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 20,000 services. This number may increase as Telstra assesses the full affect of the damage to the Telstra network. Based on current information, the resumption date of normal service operations is expected to be 27 February 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 whilst this work is being undertaken.

All Telstra services within the state of Victoria including all suburbs, towns, off shore islands and coastal areas serviced by Telstra within the state are potentially affected by this exemption.

Services in the area mentioned above with phone numbers in the following number ranges may have been affected:

02 6020 1100	To	02 6077 9299	03 8502 0269	To	03 8511 4987
02 6458 0203	To	02 6458 1599	03 8598 9000	To	03 8665 2012
03 5021 0000	To	03 5039 9599	03 8696 0000	To	03 8711 8989
03 5070 1001	To	03 5289 7499	03 8742 0001	To	03 8812 2981
03 5330 1000	To	03 5529 5599	03 9009 0010	To	03 9009 2600
03 5560 5000	To	03 5689 1399	03 9220 0240	To	03 9221 0352
03 5721 0000	To	03 5874 5790	03 9255 0039	To	03 9266 3999
03 5931 0000	To	03 5998 9096	03 9300 1000	To	03 9941 3897
03 8300 0132	To	03 8415 1999	03 9974 0000	To	03 9974 6999

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 February 2009 to 27 February 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 **20090211-VIC-S-B-P-VICTORIAN BUSHFIRES**.

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.

