

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 a Natural Disaster in Victoria on or about Saturday 7 February 2009.

Due to the effect of damage to the Telstra telecommunications network by bushfires there has been; a significant increase in the number of Telstra services being reported as faulty, access issues resulting from the bushfires, and significant damage to Telstra's network. 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 4204 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 13 March 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.

Telstra services in the area bounded by and including, but is not limited to, the area starting at Cape Howe, follow the coastline south-west past Lakes Entrance, Wilsons Promontory and Cowes to Warneet, then go north through Cranbourne to Narre Warren, then north-west to Rowville, then north through Boronia and Croydon to Wonga Park, then again north-west to Kangaroo Ground, then south-west to Eltham, north-west to Bundoora, then west through Campbellfield to Broadmeadows, then north-east to Greenvale, now head north north-west to Bolinda, then north to Romsey, then south-west to Mt Macedon, then south south-west through Bacchus Marsh to Balliang, then head west north-west to Skipton, then north to Beaufort, then north-east to Talbot, then east to Campbelltown, then north north-east to Maldon, then northwest to Laanecoorie, then north through Inglewood to Korongvale, then head east north-east to Calivil, then north-east to Mitiamo, then north north-east to Gunbower, again north-east to Bunnaloo, then south-east to Barmah, then east to Picola, then north-east to Tocumwal, then follow the Victoria/New South Wales border east to Bundalong, then go south-east to Springhurst, then east to Chiltern, then south-east through Wooragee, Mudgeegonga and Tawonga South to Falls Creek, then east to Glen Valley, then south-east through Benambra and Gelantipy to Goongerah, then east south-east to Combiobar, then go directly north back to the Victoria/New South Wales border and follow the border south-east back to Cape Howe. 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 5122 1000	To 03 5199 2999	03 5995 0000	To 03 59989096
03 5229 6539	To 03 5238 9599	03 8307 6007	To 03 8307 6963
03 5265 1002	To 03 5265 6198	03 8339 0000	To 03 8339 0999
03 5281 1000	To 03 5286 8299	03 8405 3000	To 03 8405 3999
03 5330 1000	To 03 5350 5514	03 8711 3056	To 03 8711 8989
03 5360 8200	To 03 5369 5298	03 8761 6000	To 03 8761 6999
03 5422 1000	To 03 5494 7499	03 8786 5000	To 03 8794 9999
03 5596 5106	To 03 5596 5155	03 9009 0010	To 03 9009 2600
03 5621 0103	To 03 5635 4399	03 9302 1000	To 03 9309 9999
03 5655 1000	To 03 5689 1399	03 9324 6039	To 03 9336 7774
03 5721 0000	To 03 5729 8598	03 9351 1000	To 03 9357 9999
03 5743 1000	To 03 5799 2999	03 9401 1000	To 03 9408 9998
03 5821 0000	To 03 5832 0099	03 9431 0000	To 03 9470 8999
03 5852 1000	To 03 5874 5790	03 9702 0000	To 03 9779 9869
03 5940 1000	To 03 5968 9999	03 9792 2359	To 03 9796 9999
03 5980 1200	To 03 5980 1299		

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 **2 March 2009 to 13 March 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 **20090302-VIC-S-B-P-VICTORIAN BUSHFIRES RECOVERY**.

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.

