

Customer Service Advice from Telstra.

Extreme Weather events impact service in North East Victoria

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 Wangaratta Service Region of Victoria on or about Thursday 4 February 2010.

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). **Damaging winds, very heavy rainfall, flash flooding and large hailstones** referred to in the BOM Severe Weather Warning issued for 4 February 2010 initially at 1:24 pm Thursday, 4 February 2010; 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 492 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 19 February 2010. 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 Tocumwal on the New South Wales/Victorian Border, follow the border southeast to Yarrawonga, then east to Bundalong, then southeast to Springhurst, then east northeast to Chiltern, then southeast through Wooragee to Mudgegonga, then continue southeast to the Falls Creek Alpine Village, then south to Dinner Plain, then continue northwest to Hotham Heights Alpine Village, then west southwest to Mt Buller Alpine Village, then south southwest to Woods Point, then northwest through Eildon and Merton to Euroa, then northeast to Violet Town, northwest to Caniambo, then north through Yabba North to Katamatite, then northwest to Strathmerton and then northeast back to Tocumwal. All suburbs and towns 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 5159 6300	To	03 5159 6791	03 5790 5100	To	03 5798 1899
03 5721 0000	To	03 5729 8598	03 5828 5200	To	03 5828 9399
03 5743 1000	To	03 5779 1998			

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 **8 February 2010 to 19 February 2010** 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 **20100208-VIC-S-C-P-WANGARATTA**.

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.

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