

# Customer Service Advice from Telstra

## Extreme Weather events impact service in Far South Coast

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 Far South Coast region of New South Wales, on or about Sunday 30 May 2010.

Due to the effect of damage to Telstra's telecommunications network caused by the severe weather, 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). Destructive winds, heavy rain, flash flooding and damaging surf are referred to in the BOM Severe Weather Warning issued for 30 May 2010 initially at 5:05 am on Sunday 30 May 2010. These were widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances applies to approximately 240 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 18 June 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 Wallaga Lake Heights follow the coastline south past Tathra, Merimbula and Eden to the NSW and Victorian border then follow the border northwest to the eastern border of the South East Forests National Park. Then follow the eastern side of the South East Forests National Park north to Verona then northeast to Cobargo then east back to Wallaga Lake Heights. 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:

02 6492 0000 To 02 6496 9212

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 **01 June 2010 to 18 June 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 **20100601-NSW-E-C-P-FAR SOUTH COAST**.

Copies of this notice are available on our Internet site at [www.telstra.com.au/msd/](http://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](http://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, rounded shape behind it, resembling a signal tower or a stylized letter.