

# Customer Service Advice from Telstra.

## Extreme Weather events impact service in Central and Southeast Tasmania

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 central and southeast regions of Tasmania on or about Wednesday 11 August 2010.

Due to the effect of damage to the Telstra telecommunications network by severe storms, 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). Heavy rainfall and localised flash flooding referred to in the BOM Severe Weather Warning issued for 11 August 2010 initially at 8:25 am on Wednesday 11 August 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 344 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 23 August 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; Friendly Beaches follow the coast line clockwise around Freycinet Peninsula then southerly past Swansea, Triabunna, clockwise around the Tasman Peninsula, then north westerly past Sorell and clockwise again around South Arm to Bellerive. From Bellerive go northwest on the eastern shore of the Derwent River past Lindisfarne and Old Beach to Gagebrook, then north northwest to Brighton, north to Bagdad, northwest through Hamilton and Ouse to Bronte Park. From Bronte Park go northeast to Miena then southeast through Interlaken to Woodbury, northeast through Cranbrook to Llandaff then southeast back to the coast at Friendly Beaches. All suburbs and 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 6223 1000 To 03 6270 9111 03 6286 3200 To **03 6289 4024**

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 **13 August 2010 to 23 August 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 **20100813-TAS-S-C-P-CENTRAL AND SOUTH EAST TASMANIA**.

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.

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