

Customer Service Advice from Telstra

Extreme Weather events impact service in 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 South Coast region of New South Wales, on or about Sunday 30 May 2010.

Due to the effect of damage to Telstra 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 1528 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 11 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 Garie follow the coastline south past Ulladulla, Batemans Bay and Narooma to Wallaga Lake Heights then go west to Yowrie, then go directly west to the western border of the Wadbilliga National Park. Follow the western border of the Wadbilliga and Dena National Parks north to Badja then north to Ballalaba then northeast through Braidwood to Nerriga. Then follow the western side of the Morton National Park in a clockwise direction to Fitzroy Falls then northeast to Dapto then follow the Southern Freeway in a northerly direction to Helensburgh then northeast to Garie. All suburbs, towns and 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 4225 0002	To	02 4237 8999	02 4441 0000	To	02 4478 8914
02 4256 0000	To	02 4297 8999	02 4842 1000	To	02 4849 4610
02 4421 0000	To	02 4423 7999			

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 11 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-SOUTH COAST**.

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.

