

Customer Service Advice from Telstra.

Extreme Weather events impact service in Southwest WA

Telstra is working to manage the significant impact to Telstra services, which has occurred as a result of a series of extreme weather events in the southwest region of Western Australia, on or about Monday 22 March 2010 through to Tuesday 23 March 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, large hail and flash flooding is referred to in the BOM Severe Weather Warning issued for 22 March 2010 initially at 2:30 pm on Monday 22 March 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 9,429 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 9 April 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 Kalbarri, follow the border of the Kalbarri National Park to Mt View then go east southeast to the north eastern corner of Wandana Nature Reserve then go southeast through Pindar and Wannarra Station to Beacon, then east through Wialki to Bonnie Rock, east southeast to Koolyanobbing, south through Marvel Loch to King Rocks, southeast through Holt Rock, Varley and Lake King to Ravensthorpe, east southeast to Nurragi Station and south back to Powell Point. From Powell Point follow the coastline in a clockwise direction past Albany, Margaret River, Bunbury, Mandurah, Perth and Geraldton back to Kalbarri. 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:

08 6267 0333	To	08 6267 0346	08 9470 1001	To	08 9498 7999
08 6278 1000	To	08 6278 4998	08 9523 1000	To	08 9538 4190
08 6293 1000	To	08 6293 1999	08 9561 1000	To	08 9594 2999
08 6380 1000	To	08 6389 2998	08 9620 1200	To	08 9686 6090
08 9021 7335	To	08 9024 2186	08 9751 1000	To	08 9777 2999
08 9061 1000	To	08 9065 8080	08 9791 1000	To	08 9797 2497
08 9168 8325	To	08 9172 3057	08 9820 1001	To	08 9889 8113
08 9201 0000	To	08 9228 9999	08 9920 1000	To	08 9973 6098
08 9240 1000	To	08 9259 6999			

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 **23 March 2010 to 9 April 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 **20100323-WA-S-C-P-SOUTHWEST WA**.

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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