

Customer Service Advice from Telstra.

Extreme Weather events impact service in Sydney

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 Sydney region of NSW on or about Friday 04 June 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). Flash flooding & heavy rainfall has been referred to in the BOM Severe Weather Warning issued for 04 June 2010 initially at 1:45 pm on Friday 4 June 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 8132 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 15 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 Palm Beach follow the coastline south past Mona Vale and Dee Why to Manly and across the harbour to Vauclose then past Bondi and Maroubra then across Botany Bay to Kurnell then to Cronulla. Then head west following the northern side of Port Hacking and the north northwest side of Royal National Park to Engadine, then head north to Menai then northeast to Peakhurst then north past Lakemba to Burwood. Then northwest past Homebush to Silverwater and north to Rydalmere then west past Parramatta and Blacktown then west to Rooty Hill then southwest to Erskine Park. Then Northwest to Orchid Hills then southwest to Regentville then north to Penrith and east past St. Marys and then back to Rooty Hill. From Rooty Hill then north to Riverstone then east to Kellyville then northeast to Glenorie. Then east past Fiddletown to Berowra then north to Cowan then east back to Palm Beach. 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:

02 4721 0000	To	02 4737 9999	02 8850 0000	To	02 8850 7999
02 8219 0000	To	02 8250 9966	02 8883 0000	To	02 8920 9999
02 8275 7070	To	02 8275 7272	02 8966 9000	To	02 8969 6999
02 8394 9000	To	02 8399 3999	02 9130 1000	To	02 9153 9999
02 8509 5080	To	02 8509 5979	02 9181 1000	To	02 9181 5999

02 8539 7000 **To** 02 8539 7999 02 9211 0000 **To** 02 9999 6999
02 8807 3039 **To** 02 8824 9999

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 **07 June 2010** to **15 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 **20100607-NSW-E-C-P-SYDNEY CENTRAL AND EAST**.

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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