

CUSTOMER SERVICE ADVICE FROM TELSTRA

Extreme Weather events impact service in Northern Rivers, Northern Tablelands and Northwest Slopes and Plains region's of New South Wales.

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 Northern Rivers, Northern Tablelands and Northwest Slopes and Plains region's of NSW on or about Sunday 8 January 2012.

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). Large hailstones, flash flooding and damaging wind are referred to in the BOM Severe Weather Warning issued for 8 January 2012 initially at 7:03 pm Sunday, 8 January 2012; all of which were widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances may apply to approximately 1000 services. Some of these services may not be installed or repaired within Telstra's standard time frames. The number of possibly affected services may increase or decrease as Telstra assesses the full effect of the extreme weather conditions. Based on current information, the resumption date of Telstra's normal service operations is expected to be 20 January 2012. This date is indicative only, however, and may be subject to change once the full impact of the extreme weather conditions has been assessed. 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 are not limited to the area starting at Broadwater follow the coast line north past Wardell, then northwest through Alstonville to Bexill, The Channon, Nimbin, Green Pigeon, The Risk, Grevillia, Woodenbong and The Main Range National Park on the Queensland border. Then go south to Tooloom through Pretty Gully to Drake and Newton Boyd. From Newton Boyd head northwest towards the Great Diving Range through Deepwater to Torrington, then go west to Ashford and Coolatai, then northwest to Yallaroi. From Yallaroi head south to Gravesend through Elcombe and Caroda. Then go southwest through Trevallyn to Myall Vale, Baan Baa, Goohi and Rocky Glen, then south to Coolah. From Coolah head east through Murrurundi to Timor, Ellerston, Tomalla and Rookhurst. Then go northeast through Yarrowitch to Comara. From Comara go north Ebor back through Newton Boyd and Drake then go east to Mallanganee and Casino. From Casino head southeast through Yorklea to Coraki, Woodburn and Evans Head on to the coastline, then follow the coastline north back to Broadwater. 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 6621 2000 To 02 6649 7838

02 6661 3500 To 02 6689 9497

02 6721 0000 To 02 6747 6299

02 6760 3000 To 02 6795 6199

As these circumstances were outside of Telstra's control, Telstra is claiming an exemption from compliance with time frames and performance standards required under the *Telecommunications (Customer Service Guarantee) Standard 2011*. Therefore Telstra is notifying customers that normal installation and repair time frames may not be met during the period from **11 January 2012 to 20 January 2012** inclusive (based on Telstra's estimated recovery schedule correct at the time of publication of this notice) and, under section 21 of the *Telecommunications (Customer Service Guarantee) Standard 2011*, Telstra will be exempt from complying with performance standards during this period.

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 **20120111-NSW-E-C-P-TABLELANDS**.

Copies of this notice are available on our Internet site at <http://telstra.com.au/abouttelstra/commitments/mass-service-disruption/> or you may request a copy by calling one of the Telstra numbers mentioned above.

If, after calling Telstra on one of the above numbers, you remain unsatisfied with our response to your query, you have the option of raising 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® telephone directory.



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