

CUSTOMER SERVICE ADVICE FROM TELSTRA

Extreme Weather events impact service in Southern Tablelands and ACT Districts

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 Southern Tablelands and ACT region of NSW on or about Friday 20 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). Destructive wind, large hailstones and flash flooding are referred to in the BOM Severe Weather Warning issued for 20 January 2012 initially at 5:09 pm Friday, 20 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 2300 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 3 February 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 Campbelltown, then go south to Appin, then southwest to Mittagong, then south to Fitzroy Falls, then follow the western boundaries of the Morton, Bundawang and Dena National Park to Snowball, then go west to Anembo. From Anembo continue directly west to the ACT border and follow the border in a clockwise direction to a point east of Bimberi. From this point go west to Brinberi, then north through Brindabella to Wee Jasper, then northwest to Jugiong, then north east through Binalong and Rye Park to Rugby, then north to Reids Flat, then west northwest to Graham, then northwest to Greenthorpe, then southwest to Tyagong, then west to Quindialla, then west northwest to Bland. From Bland go northwest through Tullibigeal and Lake Cargelligo to Mount Hope, then north to Salt Creek station then northeast to Bobadah, then east northeast to Tottenham and southeast through Albert and Peak Hill to Cumnock, then east to Euchareena, then southeast to Hill End. From Hill End go east southeast to Sofala, then south southeast to Limekilns, then southeast through Meadow Flat to Rydal, then south southwest to Ginkin, then southeast to Nattai, then northeast to Cobbitty, then south east back to Campbelltown. All suburbs and towns 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 4620 0000 To 02 4659 7999	02 6273 0000 To 02 6299 9999
02 4677 0000 To 02 4684 3999	02 6329 4210 To 02 6376 1258
02 4821 0002 To 02 4849 4699	02 6851 1000 To 02 6869 9674
02 4861 1000 To 02 4889 9999	02 6888 7367 To 02 6898 2398
02 6161 1174 To 02 6162 9011	02 6972 9100 To 02 6972 9399
02 6226 1000 To 02 6262 9999	

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 **23 January 2012 to 3 February 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 **20120123-NSW-E-C-P-CENTRAL SOUTH**.

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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