

CUSTOMER SERVICE ADVICE FROM TELSTRA

Extreme Weather events impact service in Hunter district

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 Hunter region of NSW on or about Wednesday 25 January 2012.

Due to the effect of damage to the Telstra telecommunications network by very heavy and continued rainfall, 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). Heavy rain, possible thunderstorms leading to flash flooding are referred to in the BOM Severe Weather Warning issued for 25 January 2012 initially at 10:55 am EDT on Wednesday 25 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 2900 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 7 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 Crowdy Head on the NSW coast then follow the coast southwest to Patonga, then southwest to Brooklyn and follow the Hawkesbury River inland to Wisemans Ferry, then north to St Albans, then west to Glen Davis, then northwest through Running Stream to Hargraves, continue west to Stuart Town, then west northwest to Bakers Swamp and west on to Yeoval, continue west northwest through Tomingley to Dandaloo, then west to Widgegeland, turning south to Myamley, then northwest to Nymagee, then west to Neckarboo Station. Continue north west to the southern border of the Paroo Darling National Park, then northeast to Darling Downs station and east through Buckingham to Gwabegar, then southeast to Rocky Glen and south through Purlawaugh to Binnaway, continue east southeast through Murrurundi and Timor to Elliston and east to Knorrit Flat, then northeast to Elands, then southeast back to the NSW coast at Crowdy Head. 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 4321 0000 To 02 4399 3999	02 6571 1000 To 02 6579 7199
02 4566 3000 To 02 4568 2298	02 6822 1000 To 02 6848 8899
02 4919 0000 To 02 4998 8798	02 6862 1742 To 02 6869 3388
02 6358 8201 To 02 6358 8660	02 6881 6000 To 02 6898 1208
02 6372 0000 To 02 6379 8466	02 9985 1000 To 02 9985 9995
02 6541 0000 To 02 6559 3999	

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 **27 January 2012 to 7 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 **20120127-NSW-E-C-P-CENTRAL NORTH**.

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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