

CUSTOMER SERVICE ADVICE FROM TELSTRA.

Extreme Weather events impact service in Riverina, South Coast and Snowy Mountain Districts of New South Wales & Victoria

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 Riverina Snowy regions of VIC and NSW on or about 27 February 2012 through to 29 February 2012.

Due to the effect of damage to the Telstra telecommunications network by extreme weather conditions, 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 rainfall, thunderstorms and flash flooding are referred to in the BOM Severe Weather Warning issued for 27 February 2012 initially at 2:52pm, 27 February 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 1550 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 16 March 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 Wallaga Lake on the NSW coast, then following the coast south to the NSW/VIC border, then follow the NSW/VIC border northwest to Bendoc, then southwest to Bonang, then northwest back to the NSW/VIC border at Barry Way, then follow the NSW/VIC border west to where it meets the Murray River. From this point continue northwest past Mitta Mitta to Dederang, then north northwest through Yackandandah to Barnawartha, then northwest to Rutherglen, then southwest to Norong, then northwest into New South Wales through Rennie to Savernake and then west to Blighty. From Blighty southwest to Mathoura, then northwest through Caldwell and Moulamein to Balranald, then north to the Cobb Highway at Mount Manara Station, then east to Yathong Nature Reserve and then following the western boundary anti clockwise to Wallanthery, then head southeast to Rankins Springs, then northeast to Tullibigeal, then east to Burcher and then southeast to Marsden. From Marsden head southwest to Wyalong and southeast to Bribbaree, then east to Godfreys Creek, then southeast through Frogmore to Phils Creek, then southwest to Jugiong, then south through Tumorrana and Lacmalac to Talbingo, then southeast to Shannons Flat, then northeast to Jerangle, then south to Numerella and finally southeast back to Wallaga Lake on the coast. 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 6020 1100 To 02 6043 3499	02 6896 9801 To 02 6896 9898
02 6056 0000 To 02 6059 8998	02 6920 0100 To 02 6978 3866
02 6071 0201 To 02 6077 9299	02 6993 0601 To 02 6995 4898
02 6382 1000 To 02 6386 8299	03 5020 0011 To 03 5020 6899
02 6452 1000 To 02 6458 9289	03 5881 1000 To 03 5889 5192
02 6492 0000 To 02 6496 9212	

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 **29 February 2012 to 16 March 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 **20120229-VIC-S-C-P-RIVERINA SNOWY**.

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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