

# Telstra Service Disruption Notice

Exemption from Customer Service Guarantee payment under Section 22 to 27 of the Telecommunications (Customer Service Guarantee) Standard 2000 (No.2).

## Telstra Reference number: NSW 28-3-02 Riverina (M)

Telstra wishes to advise that normal operations have been significantly disrupted by storms which were accompanied by severe lightning activity that caused widespread damage as they passed through Southern NSW on 26 March 2002. This has resulted in delays to installation and repair activities on a significant number of Telstra services.

The affected area straddles the Murray River from the snow fields above Cancobin to beyond the Hay plains near Mildura in Victoria and is approx. 700 square kms. The area also goes northwards into NSW above Young and Harden. Major towns include: Albury-Wodonga, Wagga, Griffith, Deniliquin, Hay, Hilston, Cootamundra, Tumut, Corryong and Young. It also covers the mountainous area around Corryong and Tumut to the sparse outback in the Hay Hilston area. Several Victorian exchange areas are also included and are as follows: Baranduda, Ebdon, Wodonga, Wodonga West, Barnawartha, Dederang, Indigo Valley, Kiewa, Kergunyah, Sandy Creek, Yackandandah, Rutherglen, Talgarno, Berrington, Biggara, Bullioh, Burrowye, Cudgewa, Corryong, Dartmouth, Eskdale, Granya, Koetong, Mitta Mitta, Nariel, Tallangatta Valley, Tallangatta, Tallangatta South, Towong and Walwa.

There are approximately 700 services identified as being impacted by this event. Telstra has implemented a recovery plan to complete outstanding installation and repair work and we estimate that the majority of this work will be completed by 5 April 2002.

Services in the areas mentioned above with phone numbers in the following number ranges may be affected:

02 6020 1100	To	02 6077 9499
02 6380 2000	To	02 6386 9999
02 6820 5000	To	02 6820 5999
02 6920 0100	To	02 6997 3999
02 9475 3000	To	02 9475 3999
03 5020 0000	To	03 5020 9999
03 5071 9800	To	03 5071 9999
03 5880 0000	To	03 5889 5199

Telstra apologises for any inconvenience affected customers may experience as a result of the disruption to our operations in these areas. However, as these circumstances are outside of Telstra's control, Telstra is claiming exemption from compliance with the Telecommunications (Customer Service Guarantee) Standard 2000 (No.2), for the delay in connecting or repairing affected services or the keeping of appointments relating to these activities.

In accordance with its Telecommunications Service Disruption policy, Telstra has provided copies of this notice and background briefings on the disruption to the Australian Communications Authority and the Telecommunications Industry Ombudsman (TIO). Copies of this notice are available on our Internet site at [www.telstra.com.au/msd/](http://www.telstra.com.au/msd/) or you may request a copy by calling one of the Telstra numbers below.

If you have any questions regarding your eligibility for a CSG payment under this notice or wish to have us 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 13 2203 for service difficulties and faults or 13 2200 for sales, installations and billing.

If you are not satisfied with our explanation, you may make a complaint to the Telecommunications Industry Ombudsman. Information on the TIO and contact details are available on the Internet ([www.tio.com.au](http://www.tio.com.au)) and in the White Pages™ directory.

