

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: NSW28-3-02 Southern (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 includes the south coast of Sydney right down to the Victorian border and along the Victorian border west to the Great Dividing Range including Cooma, Goulburn, Bowral, Kiama, Nowra, Batemans Bay and Bega, but not including Canberra and Wollongong metropolitan areas.

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 4232 0000	To	02 4889 9999
02 6201 7800	To	02 6201 7999
02 6220 0000	To	02 6230 9999
02 6235 0000	To	02 6238 7999
02 6450 1700	To	02 6499 1199

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/ 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) and in the White Pages™ directory.

