

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: NSW28-12 South East (M)

Telstra wishes to advise that normal operations have been significantly disrupted by Bush Fires in South East New South Wales from 24 December 2001 (for areas in metropolitan Sydney refer to notice NSW28-12 Sydney (M)). This has resulted in delays to installation and repair activities and the failure of a significant number of Telstra services. The affected area is bounded by and includes the Shoalhaven River down to Lake Conjola with heavy concentration in and around Jervis Bay, and the area between Nattai National Park and the M5 express way from South Sydney to Moss Vale.

The approximate number of services affected is 450. At this stage it is not practicable to estimate the duration of the disruptions, as Telstra is unable to estimate when safe access to the area will be possible and when operations will return to normal.

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

4441 0000	To	4478 8999
4629 2300	To	4684 3999
4837 3000	To	4889 9999

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), including exemption from payment of damages 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.