

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: NSW5-2-02 NSW Country (M)

Telstra wishes to advise that normal operations have been significantly disrupted by continuous rainfall in New South Wales that has prevented Telstra from accessing its telecommunications plant and equipment from 1 February 2002.

This has resulted in delays to installation and repair activities on a significant number of Telstra services. The affected area covers the State of New South Wales with the exception of Metropolitan Sydney (see separate notice NSW6-2-02 Sydney (M)) and the ACT (see separate notice ACT6-2-02 Canberra (M)).

There are approximately 3,400 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 15 February 2002.

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

02 4200 0000	To	02 4299 9999	02 4300 0000	To	02 4399 9999
02 4400 0000	To	02 4499 9999	02 4500 0000	To	02 4599 9999
02 4600 0000	To	02 4699 9999	02 4700 0000	To	02 4799 9999
02 4800 0000	To	02 4899 9999	02 4900 0000	To	02 4999 9999
02 6000 0000	To	02 6099 9999	02 6200 0000	To	02 6299 9999
02 6300 0000	To	02 6399 9999	02 6400 0000	To	02 6499 9999
02 6500 0000	To	02 6599 9999	02 6600 0000	To	02 6699 9999
02 6700 0000	To	02 6799 9999	02 6800 0000	To	02 6899 9999
02 6900 0000	To	02 6999 9999	03 5882 1000	To	03 58895199
07 5506 0000	To	07 5506 9999	07 5523 0000	To	07 5524 9999
07 5536 0000	To	07 5536 9999	07 5569 3000	To	07 5569 9999
07 5587 0000	To	07 5587 9999	07 55890200	To	07 5589 9899
07 5590 0000	To	07 5599 9999	08 8080 0900	To	08 8088 9999
08 8091 1500	To	08 8091 9499			

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.

