

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: NSW28-08 South East (M)

Telstra wishes to advise that normal operations have been significantly disrupted by severe weather activity in South East New South Wales on or about 26 August 2001. 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, Tuena in the north, east through Richlands to Oakdale then south east to Wilton, Colo Vale and Bowral then across to Gerringong and following the NSW coast south to Timbillica on the Victorian border, west through Delegate to Thredbo and back north through Adaminaby and Wee Jasper to McMahons Reef then through Rye Park and Rugby back to Tuena but excludes metropolitan Canberra.

There are approximately 917 services identified as being directly affected by the weather activity. Telstra has implemented a recovery plan to repair the damage, restore the affected services and complete any outstanding installation and repair work.

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, as specified by the Telecommunications (Customer Service Guarantee) Standard 2000 (No.2).

Telstra estimates that the majority of the affected services will be restored by Wednesday 5 September 2001.

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

4232 0000 To 4237 9999

4820 3000 To 4889 9999

4421 0000 To 4478 8999

6201 7800 To 6238 7999

4629 2300 To 4684 3999

6450 1700 To 6499 1199

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.