

# CUSTOMER SERVICE ADVICE FROM TELSTRA

## Extreme Weather events impact service in Sydney Metropolitan and Central Tablelands

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of a series of extreme weather events in the Greater Sydney Metropolitan and Central Tablelands region of NSW on or about Sunday 8 January 2012.

Due to the effect of damage to the Telstra telecommunications network by severe thunderstorms, there has been a significant increase in the number of Telstra services being reported as faulty. As a result, there has been some disruption to service and delays to normal installation and repair activities.

Telstra apologises to any affected customers.

Information as to the nature of these severe weather events can be sourced from the Bureau of Meteorology (BOM). Large hailstones, flash flooding and damaging winds are referred to in the BOM Severe Weather Warning issued for 8 January 2012 initially at 8:29 pm Sunday, 8 January 2012; all of which were widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances may apply to approximately 3650 services. Some of these services may not be installed or repaired within Telstra's standard time frames. The number of possibly affected services may increase or decrease as Telstra assesses the full effect of the extreme weather conditions. Based on current information, the resumption date of Telstra's normal service operations is expected to be 16 January 2012. This date is indicative only, however, and may be subject to change once the full impact of the extreme weather conditions has been assessed. Telstra regrets any inconvenience caused to customers and thanks them for their patience while this work is being undertaken.

Telstra services encompassed in this exemption are in the area bounded by and including, but are not limited to the area starting at Palm Beach follow the coastline south past Mona Vale and Dee Why to Manly and across North Harbour to Mossman. Then follow the coastline to Cremorne Point, Kirribilli, Blues Point, Balls Head Reserve. From Balls Head Reserve cross the Parramatta River to Drummoyne then head south west to Five Dock, Burwood and Enfield. From Enfield head west to Sefton through Canley Heights, Wetherill Park and Horsley Park. From Horsley Park head southwest to Badgetys Creek, Luddenham and Warragamba. Then go northwest to Katoomba and Hampton. From Hampton head north to Portland through to Capertee, Kandos and Rylstone. From Rylstone head east over the Great Dividing Range to Putty and Wollombi. From Wollombi head south to Bucketty, St Albans and Wisemans Ferry. Then go southeast to Cowan then east back to Palm Beach. All suburbs and towns, off shore islands and coastal areas serviced by Telstra within these boundaries are encompassed in this exemption.

Services in the area mentioned above with phone numbers in the following number ranges may have been affected:

02 4565 0000 To 02 4588 6999	02 9144 1000 To 02 9144 7999
02 4721 0000 To 02 4739 9999	02 9181 1000 To 02 9181 5999
02 4751 1000 To 02 4759 3999	02 9400 0044 To 02 9460 9999
02 4774 2275 To 02 4788 1597	02 9476 0000 To 02 9499 9999
02 6351 2000 To 02 6359 3399	02 9613 0038 To 02 9659 9899
02 8746 0000 To 02 8765 9999	02 9670 1000 To 02 9689 3998
02 8807 0007 To 02 8824 9999	02 9701 0000 To 02 9719 9999
02 8850 0000 To 02 8850 7999	02 9736 1000 To 02 9749 7761
02 8883 0000 To 02 8883 4999	02 9763 1000 To 02 9769 1999
02 8901 0066 To 02 8920 9999	02 9801 0042 To 02 9819 7998
02 8966 9000 To 02 8969 6999	02 9831 1000 To 02 9838 9999
02 9020 6057 To 02 9020 6065	02 9858 1000 To 02 9999 6999

As these circumstances were outside of Telstra's control, Telstra is claiming an exemption from compliance with time frames and performance standards required under the *Telecommunications (Customer Service Guarantee) Standard 2011*. Therefore Telstra is notifying customers that normal installation and repair time frames may not be met during the period from **9 January 2012 to 16 January 2012** inclusive (based on Telstra's estimated recovery schedule correct at the time of publication of this notice) and, under section 21 of the *Telecommunications (Customer Service Guarantee) Standard 2011*, Telstra will be exempt from complying with performance standards during this period.

If you have any questions regarding your eligibility for a CSG payment under this notice, or would like us to 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 alternatively on 132203 for service difficulties and faults or 132200 for sales, installations and billing, quoting CSG Exemption reference number **20120109-NSW-E-C-P-SYDNEY NORTH**.

Copies of this notice are available on our Internet site at <http://telstra.com.au/abouttelstra/commitments/mass-service-disruption/> or you may request a copy by calling one of the Telstra numbers mentioned above.

If, after calling Telstra on one of the above numbers, you remain unsatisfied with our response to your query, you have the option of raising the matter with the Telecommunications Industry Ombudsman (TIO).

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® telephone directory.



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