

# CUSTOMER SERVICE ADVICE FROM TELSTRA

## Extreme Weather events impact service in Hunter district

As previously notified by Telstra on Thursday 2 February 2012, Telstra's normal operations in the Hunter regions of NSW were affected by extreme weather events on or about Wednesday 25 January 2012.

Telstra's telecommunications network in these areas have experienced high levels of damage that has resulted in delays to installation and repair activities on a significant number of Telstra services. Due to the extent of damage to the Telstra network, the impact in the affected region has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has now been extended to 24 February 2012.

Telstra has identified that the effect of these circumstances may apply to an additional 4500 services bringing the total number of potential services impacted to approximately 7400 services. This number may increase as Telstra assesses the full affect of the extreme weather conditions.

Based on current information, the resumption date of normal service operations is expected to be 24 February 2012. This date is indicative only; Telstra customers should anticipate that some further delays may occur.

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 Crowdy Head on the NSW coast then follow the coast southwest to Patonga, then southwest to Brooklyn and follow the Hawkesbury River inland to Wisemans Ferry, then north to St Albans, then west to Glen Davis, then northwest through Running Stream to Hargraves, continue west to Stuart Town, then west northwest to Bakers Swamp and west on to Yeoval, continue west northwest through Tomingley to Dandaloo, then west to Widgeland, turning south to Myamley, then northwest to Nymagee, then west to Neckarboo Station. Continue north west to the southern border of the Paroo Darling National Park, then northeast to Darling Downs station and east through Buckingham to Gwabegar, then southeast to Rocky Glen and south through Purlough to Binnaway, continue east southeast through Murrurundi and Timor to Elliston and east to Knorrit Flat, then northeast to Elands, then southeast back to the NSW coast at Crowdy Head. 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 4321 0000 To 02 4399 3999	02 6571 1000 To 02 6579 7199
02 4566 3000 To 02 4568 2298	02 6822 1000 To 02 6848 8899
02 4919 0000 To 02 4998 8798	02 6862 1742 To 02 6869 3388
02 6358 8201 To 02 6358 8660	02 6881 6000 To 02 6898 1208
02 6372 0000 To 02 6379 8466	02 9985 1000 To 02 9985 9995
02 6541 0000 To 02 6559 3999	

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 **27 January 2012 to 24 February 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 **20120127-NSW-E-C-P-CENTRAL 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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