

# CUSTOMER SERVICE ADVICE FROM TELSTRA

## Extreme Weather events impact service in Sydney and the Greater Sydney area

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 Sydney and Greater Sydney region of NSW on or about Wednesday 25 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). Heavy rains and flash flooding are referred to in the BOM Severe Weather Warning issued for 25 January 2012 initially at 10:51 pm EDT on Tuesday 24 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 8900 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 8 February 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, then follow the coastline south past Mona Vale, Dee Why, Manly, Bondi, Maroubra and Cronulla to Port Hacking Point, then follow Port Hacking internally to Audley, then go west through Engadine to Minto, then northwest to Leppington, then west northwest through Bringelly to Warragamba, then northwest to Lawson and then follow the Great Western Highway west to Blackheath, then west southwest to Hampton, then north northeast to Lithgow, then west northwest to Portland, then northeast to Cullen Bullen, then north to Capertee, then east southeast through Colo Heights and Maroota to Berowra, then follow Cowan Creek north to the Hawkesbury River, and following the Hawkesbury River back out 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 8746 0000 To 02 8765 9999
02 4721 0000 To 02 4739 9999	02 8783 0000 To 02 8795 0999
02 4751 1000 To 02 4759 3999	02 8807 0007 To 02 8824 9999
02 4773 2000 To 02 4788 1597	02 8850 0000 To 02 8850 7999
02 6351 2000 To 02 6359 3399	02 8883 0000 To 02 8883 4999
02 8219 0000 To 02 8219 0199	02 8901 0066 To 02 8920 9999
02 8230 0100 To 02 8233 0062	02 8966 9000 To 02 8969 6999
02 8250 0007 To 02 8250 9966	02 9019 0000 To 02 9020 6065
02 8275 7070 To 02 8275 7272	02 9130 1000 To 02 9130 8999
02 8338 0000 To 02 8356 9997	02 9144 1000 To 02 9153 9999
02 8394 9000 To 02 8399 3999	02 9181 1000 To 02 9181 5999
02 8509 5080 To 02 8509 5979	02 9211 0000 To 02 9460 9999
02 8539 7000 To 02 8539 7999	02 9476 0000 To 02 9502 4999
02 8704 1047 To 02 8704 8704	02 9516 0000 To 02 9838 9999
02 8720 2091 To 02 8725 4909	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 **27 January 2012 to 8 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-SYDNEY**.

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.



IT'S HOW  
WE CONNECT