

# CUSTOMER SERVICE ADVICE FROM TELSTRA

**Extreme Weather events impact service in Sydney Metropolitan, Greater Sydney, Hunter, Illawarra, South Coast, Central Tablelands, South West Slopes, Central West Slopes and Plains districts.**

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 Metropolitan, Greater Sydney, Hunter, Illawarra, South Coast, Central Tablelands, South West Slopes, Central West Slopes and Plains region's of New South Wales on or about Tuesday 17 April 2012 through to Wednesday 18 April 2012.

Due to the effect of damage to the Telstra telecommunications network by severe thunderstorms, heavy rain and flash flooding 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 rainfall and flash flooding are referred to in the BOM Severe Weather Warning issued for 17 April 2012 initially at 11:05 am EST on Tuesday 17 April 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 28400 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 11 May 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 Crowdy Head on the NSW coast then follow the coast south past Forster, Nelson Bay, Newcastle, The Entrance, Sydney, Wollongong, Kiama, Jervis Bay and Batemans Bay to Wallaga Lake Heights, then go northwest through Belowra to Anembo. From Anembo continue directly west to the ACT border and follow the border in a clockwise direction to a point east of Bimberi. From this point go west to Brinberi, then north through Brindabella to Wee Jasper, then northwest to Jugiong, then north east through Binalong and Rye Park to Rugby, then north to Reids Flat, then west northwest to Graham, then northwest to Greenthorpe, then southwest to Tyagong, then west to Quindialla, then west northwest to Bland. From Bland go northwest through Tullibigeal, Lake Cargelligo 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 4225 0002 To 02 4237 8999	02 8230 0100 To 02 8233 0062
02 4256 0000 To 02 4297 8999	02 8250 0007 To 02 8250 9966
02 4321 0000 To 02 4399 3999	02 8275 7070 To 02 8275 7272
02 4421 0000 To 02 4423 7999	02 8338 0000 To 02 8356 9997
02 4441 0000 To 02 4478 8914	02 8394 9000 To 02 8399 3999
02 4565 0000 To 02 4588 6999	02 8509 5080 To 02 8509 5979
02 4620 0000 To 02 4659 7999	02 8539 7000 To 02 8539 7999
02 4677 0000 To 02 4684 3999	02 8704 1047 To 02 8704 8704
02 4721 0000 To 02 4739 9999	02 8720 2091 To 02 8725 4909
02 4751 1000 To 02 4759 3999	02 8746 0000 To 02 8765 9999
02 4773 2000 To 02 4788 1597	02 8783 0000 To 02 8795 0999
02 4821 0002 To 02 4849 4699	02 8807 0007 To 02 8824 9999
02 4861 1000 To 02 4889 9999	02 8850 0000 To 02 8850 7999
02 4919 0000 To 02 4998 8798	02 8883 0000 To 02 8883 4999
02 6161 1174 To 02 6162 9011	02 8901 0066 To 02 8920 9999
02 6226 1000 To 02 6262 9999	02 8966 9000 To 02 8969 6999
02 6273 0000 To 02 6299 9999	02 9019 0000 To 02 9020 6065
02 6329 4210 To 02 6379 8466	02 9130 1000 To 02 9130 8999
02 6493 7170 To 02 6493 7381	02 9144 1000 To 02 9153 9999
02 6541 0000 To 02 6559 3999	02 9181 1000 To 02 9181 5999
02 6571 1000 To 02 6579 7199	02 9211 0000 To 02 9460 9999
02 6822 1000 To 02 6869 9674	02 9476 0000 To 02 9502 4999
02 6881 6000 To 02 6898 2398	02 9516 0000 To 02 9838 9999
02 6972 9100 To 02 6972 9399	02 9858 1000 To 02 9999 6999
02 8219 0000 To 02 8219 0199	

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 **18 April 2012 to 11 May 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 **20120418-NSW-E-C-P-CENTRAL & COASTAL NSW & 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.



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