

# CUSTOMER SERVICE ADVICE FROM TELSTRA

## Extreme Weather events impact service in North West Slopes and Plains, Northern Rivers, Northern Tablelands, Mid North Coast and Upper Western.

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 North West Slopes and Plains, Northern Rivers, Northern Tablelands, Mid North Coast and Upper Western regions of New South Wales on or about Tuesday 17 April 2012 through to Friday 20 April 2012.

Due to the effect of damage to the Telstra telecommunications network by 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). Thunderstorms, heavy rain and flash flooding are referred to in the BOM Severe Weather Warning issued for 17 April 2012 initially at 5:22am, 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 3200 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 4 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 Tweed Heads follow the coast line south past, Ballina, Coffs Harbour, and Port Macquarie to Crowdy Head, then northwest through Comboyne and Yarras to Yarrowitch, southwest to Nowendoc, then west through Willow Tree to Coolah Tops National Park, northwest through Premer to Tambar Springs, then north to Goohi, northwest to Pilliga and west northwest to Boorama. From Boorama go southwest through Byrock to Tilpa then north to Wanaaring and north northeast to Hungerford on the the NSW/QLD state border, then follow the border east to Mungindi, then go northeast to Boomi, then southeast to Coolatai, east to Torrington, southeast to Jackadgery, then north through Drake to Tooloom, northeast to Woodenbong and follow the Lindesay Highway to the NSW/QLD state border and follow the border back to the coast at Tweed Heads.. 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 6550 4000 To 02 6569 9499	02 6870 1001 To 02 6874 7897
02 6581 0000 To 02 6587 7297	07 5513 0001 To 07 5524 9999
02 6621 2000 To 02 6689 9497	07 5536 1000 To 07 5536 9999
02 6721 0000 To 02 6796 8298	07 5590 1900 To 07 5599 9999
02 6828 1000 To 02 6839 2997	

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 **20 April 2012 to 4 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 **20120420-NSW-E-C-P-NORTHERN NSW**.

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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