

CUSTOMER SERVICE ADVICE FROM TELSTRA

Extreme Weather events impact service in Sydney Metropolitan, Greater Sydney, Hunter, Central Tablelands, Illawarra, and South Coast

As previously notified by Telstra on Tuesday 7 May 2013, Telstra's normal operations in the Sydney Metropolitan, Greater Sydney, Hunter, Central Tablelands, Illawarra, and South Coast region of New South Wales were affected by a series of extreme weather events on or about Friday 19 April 2013 through to Saturday 20 April 2013. Telstra's telecommunications network in these areas have experienced high levels of damage that 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 21 June 2013.

Telstra has identified that the effect of these circumstances applies to an additional 15,000 services bringing the total number of services impacted to approximately 65,000 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 21 June 2013. 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 not limited to, the area starting at Seal Rocks on the NSW coast. From that point the boundary goes northwest to Wootton and west to Bendolba. The boundary proceeds northwest again to Eccleston, then east by south to Dawson's Hill, the southerly through Bulga, Putty, and Colo Heights. From there, the boundary runs west by north through Glen Davis and Running Stream. It then turns south and runs through Palmers Oakey, Meadow Flat, Tarana, and Hampton. The boundary then runs south east and passes through Jenolan Caves and Yarranderie, where it turns south by south east and passes through Moss Vale and Yalwal. It then goes south west and passes through Nerriga, Braidwood, and Anembo, and Numeralla. It then heads easterly to Yowrie and meets the coast at Bermagui. The boundary then proceeds north along the coastline past Bateman's Bay, Nowra, Wollongong, Sydney, and Newcastle to return to Seal Rocks. 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 4014 0000 To 02 4015 9999	02 8332 0000 To 02 8399 9999
02 4028 0000 To 02 4042 1999	02 8422 0000 To 02 8448 9999
02 4220 0000 To 02 4239 7999	02 8467 0000 To 02 8467 9999
02 4251 0000 To 02 4297 9999	02 8508 0000 To 02 8543 9999
02 4320 0000 To 02 4399 9999	02 8558 0000 To 02 8596 9999
02 4412 3000 To 02 4429 9999	02 8633 1000 To 02 8633 9999
02 4441 0000 To 02 4479 9999	02 8650 0000 To 02 8650 9999
02 4560 0000 To 02 4588 9999	02 8665 4000 To 02 8665 4999
02 4720 0000 To 02 4739 9999	02 8700 0000 To 02 8888 9999
02 4751 0000 To 02 4759 9999	02 8899 0000 To 02 8925 9999
02 4773 0000 To 02 4788 9999	02 8955 0000 To 02 8978 9999
02 4902 0000 To 02 4999 9999	02 9030 0000 To 02 9031 9999
02 6350 0000 To 02 6359 3999	02 9111 0000 To 02 9130 9999
02 6520 0000 To 02 6520 1999	02 9144 1000 To 02 9153 9999
02 6570 1000 To 02 6579 7999	02 9181 0000 To 02 9181 5999
02 8202 0000 To 02 8312 9999	02 9200 0000 To 02 9999 9999

As these circumstances were outside of Telstra's control, Telstra is claiming an extension to time frames applying under the *Telecommunications (Customer Service Guarantee) Standard 2011*. This means that Telstra is notifying customers that normal service time frames may not be met during the period of 3 May 2013 to 21 June 2013 inclusive (based on Telstra's estimated recovery schedule correct at the time of publication of this notice).

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 **20130503-NSW-E-C-P-SYDNEY & COASTAL NSW CENTRAL & SOUTH**. 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 you are still not satisfied with the outcome, you have the option to raise the matter with the Telecommunications Industry Ombudsman (TIO). Information on the TIO and contact details are available on the Internet (www.tio.com.au) and in the White Pages® directory.



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