

Customer Service Advice from Telstra

Extreme Weather events impact service in Tasmania.

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of a series of extreme weather events across the state of Tasmania on or about Tuesday 13 August 2013 through to Wednesday 14 August 2013.

Due to the effect of damage to the Telstra telecommunications network by severe weather, 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). Damaging wind and heavy rainfall are referred to in the BOM Severe Weather Warning issued for 13 August 2013 initially at 5:08 am EST on Tuesday 13 August 2013; 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 2,150 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 6 September 2013. 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 affected by this exemption are those in the area which is encompassed by the state of Tasmania which includes all islands and coastal areas being part of the state of Tasmania.

Services in the area mentioned above with phone numbers in the following number ranges may have been affected:

03 6208 0000	To	03 6298 9999	03 6471 0000	To	03 6475 9999
03 6323 0000	To	03 6399 3999	03 6490 0000	To	03 6498 9999
03 6420 2000	To	03 6458 9999			

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 **16 August 2013** to **6 September 2013** 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 20130816-TAS-S-C-P-TASMANIA.

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) and in the White Pages® telephone directory.

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