

# Customer Service Advice from Telstra

## **Fire impacts service in Greater Sydney, Hunter, Central Tablelands and Illawarra Districts of New South Wales.**

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of bushfires in the Greater Sydney, Hunter, Central Tablelands and Illawarra region of New South Wales, on or about Wednesday 16 October 2013 through to Friday 18 October 2013.

Due to the scale of damage to Telstra's telecommunications network caused by the fires, 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 in the directly affected areas, and across the state of New South Wales due to the need to redeploy Telstra staff to the affected areas.

Telstra apologises to any affected customers.

Information about current fires and incidents can be sourced from the NSW Rural Fire Service at [http://www.rfs.nsw.gov.au/dsp\\_content.cfm?cat\\_id=683](http://www.rfs.nsw.gov.au/dsp_content.cfm?cat_id=683). Additional information about the extent of the fire damage can be sourced from Weatherzone at [www.weatherzone.com.au](http://www.weatherzone.com.au). This information was also widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances may apply to approximately 4,600 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 fire damage. Based on current information, the resumption date of Telstra's normal service operations is expected to be 8 November 2013. This date is indicative only, however, and may be subject to change once the full impact of the fire damage 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 not limited to, the area starting at Bungwahl then following the NSW coastline southwest past Nelson Bay to Anna Bay. The area then heads inland west to Tomago, then south past Dudley back to the NSW coastline. Continue following the coastline to the Munmorah State Conservation Area then turn west past Wyee and Bucketty on to Putty. From Putty the area then heads south past Bilpin, southeast past Springwood and Warragamba to Minto. The area then heads south past Wedderburn to Appin, southwest past Wilton, Bargo, Robertson, Bungonia to Komungla. From Komungla the area then turns northwest past Rugby, northeast to Porters Retreat, then north to Capertee, northeast to Olinda then northwest to Wollar. The area then heads northeast past Merriwa to Willow Tree, then southeast past Ellerston to Rookhurst. From Rookhurst the area heads south to Dungog then west back to Bungwahl. 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 4820 0000 | To | 02 4829 9999 |
| 02 4028 0000 | To | 02 4041 3999 | 02 4840 0000 | To | 02 4849 4999 |
| 02 4560 7500 | To | 02 4567 3099 | 02 4860 0000 | To | 02 4889 9999 |

|              |    |              |              |    |              |
|--------------|----|--------------|--------------|----|--------------|
| 02 4620 0000 | To | 02 4659 9999 | 02 4902 2000 | To | 02 4999 9999 |
| 02 4677 0000 | To | 02 4684 9999 | 02 5593 8000 | To | 02 5594 5999 |
| 02 4720 1400 | To | 02 4739 9999 | 02 6350 0000 | To | 02 6359 3999 |
| 02 4751 0000 | To | 02 4759 9999 | 02 6520 0000 | To | 02 6549 9999 |
| 02 4777 7000 | To | 02 4788 9999 | 02 6570 0000 | To | 02 6579 7999 |

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 **17 October 2013** to **8 November 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 **20131017-NSW-E-C-P-NSW BUSHFIRES**.

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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