

Customer Service Advice from Telstra

Extreme Weather events impact service in Mid North Coast, Hunter, Northern Tablelands and North West Slopes and Plains Districts of New South Wales.

As previously notified by Telstra on Friday 15 November 2013 and subsequently on Monday 9 December 2013, Telstra's normal operations in the Mid North Coast, Hunter, Northern Tablelands and North West Slopes and Plains regions of New South Wales were affected by a series of extreme weather events on or about Sunday 10 November 2013 through to Tuesday 12 November 2013.

Telstra has identified that the effect of these circumstances may apply to an additional 1,650 services bringing the total number of potential services impacted to approximately 8,100 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 31 December 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 Broadwater following the NSW coast south past Coffs Harbour, Port Macquarie, Crowdy Head and Forster to Anna Bay then turns west past Raymond Terrace to Maitland. From Maitland the area heads northeast past Dungog and Stratford to Knorrit Flat. The area then turns west past Ellerston, southwest past Wingen to Kars Springs then northwest to Coolah Tops National Park. The area continues northwest past Premer to Tambar Springs then turns north to the north western most part of the Pilliga Nature Reserve then northeast past Baan Baa to Caroda. From Caroda the area heads north past Gravesend to North Star then turns east past Yetman and Bonshaw to the border of NSW and QLD. The area follows the NSW and QLD border past Mole River and Wilsons Downfall to Legume. From Legume, the area then heads southeast past Grevillia to The Risk, south to Bentley, then southwest past Wyrallah back to Broadwater. 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 6300	To	02 4014 6999	02 6537 0000	To	02 6539 9999
02 4033 3000	To	02 4034 9999	02 6550 0000	To	02 6569 9999
02 4913 6000	To	02 4940 5799	02 6580 0000	To	02 6604 9999
02 4965 0000	To	02 4965 1999	02 6620 0800	To	02 6668 9999
02 4979 9100	To	02 4999 9999	02 6682 1000	To	02 6701 9999
02 5524 0000	To	02 5525 5999	02 6720 0000	To	02 6794 4699
02 5556 0000	To	02 5556 4999	07 4653 4000	To	07 4653 9999
02 5620 0000	To	02 5622 8999	07 4675 2000	To	07 4675 3999
02 5712 9000	To	02 5712 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 **11 November 2013** to **31 December 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 20131111-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) and in the White Pages® telephone directory.

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