

Customer Service Advice from Telstra

Extreme Weather events impact service in the Hunter, Central West Slopes and Plains, South West Slopes, Illawarra and South Coast Districts of NSW and Australian Capital Territory District.

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 Hunter, Central West Slopes and Plains, South West Slopes, Illawarra and South Coast regions of New South Wales and Australian Capital Territory on or about Wednesday 19 February 2014.

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 19 February 2014 initially at 1:20 pm Wednesday, 19 February 2014; 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 13,250 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 14 March 2014. 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 is not limited to, the area starting at Crowdy Head on the NSW coast and following the coastline south past Forster, Nelson Bay, Newcastle and The Entrance to Patonga. From Patonga the area heads southwest past Berowra and Rouse Hill to Castlereagh. The area then turns south to Warragamba, southeast past Cobbity to Wilton then northeast to Helensberg. From Helensberg the area then turns southeast to Otford and then continues following the coastline south past Wollongong, Jervis Bay and Narooma to Wallaga Lakes Height. The area then heads northwest past Numerella and Shannons Flat, west to Cabramurra then north to Tumut. From Tumut the area continues north past Jugiong, northeast to Rugby, north to Reids Flat then west to Bland. The area then heads northeast past Lake Cargelligo and Cobar to Tilpar. From Tilpar the area turns northeast past Byrock to Gongolgon then east past Carinda and Coonamble to Baradine. The area then heads southeast past Rocky Glen and Premer to Willow Tree, east to Nowendoc then southeast past Elands back to Crowdy Head. 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 5852 1000

To 02 5852 1999

02 4028 0000	To	02 4042 1999	02 5881 6000	To	02 5881 6999
02 4220 0000	To	02 4239 7999	02 6118 0000	To	02 6155 9999
02 4251 0000	To	02 4297 9999	02 6200 0000	To	02 6305 2999
02 4320 0000	To	02 4399 9999	02 6328 8000	To	02 6379 8499
02 4412 3000	To	02 4429 9999	02 6390 0000	To	02 6394 9999
02 4441 0000	To	02 4479 9999	02 6520 0000	To	02 6559 3999
02 4560 0000	To	02 4588 9999	02 6570 0000	To	02 6579 7999
02 4629 4500	To	02 4659 9999	02 6591 0000	To	02 6592 9999
02 4677 0000	To	02 4684 9999	02 6801 1000	To	02 6898 3999
02 4720 6000	To	02 4739 9999	02 6970 8000	To	02 6972 9999
02 4751 0000	To	02 4759 9999	02 9456 0000	To	02 9457 9999
02 4780 0000	To	02 4788 9999	02 9472 8000	To	02 9480 0999
02 4820 0000	To	02 4849 4999	02 9652 0000	To	02 9658 8999
02 4860 0000	To	02 4889 9999	02 9847 1000	To	02 9847 1999
02 4902 0000	To	02 4999 9999	02 9973 8000	To	02 9973 8999
02 5556 0000	To	02 5556 4999	02 9985 0000	To	02 9985 9999
02 5593 8000	To	02 5594 5999			

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 **19 February 2014 to 14 March 2014** 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 **20140219-NSW-E-C-P-CENTRAL NORTH AND SOUTH 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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