

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in Sydney Metropolitan District.**

As previously notified by Telstra on Wednesday 12 March 2014 and Monday 31 March 2014, Telstra's normal operations in the Sydney Metropolitan region of New South Wales were affected by a series of extreme weather events on or about Wednesday 5 March 2014. 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 18 May 2014.

Telstra has identified that the effect of these circumstances applies to an additional 8,800 services bringing the total number of services impacted to approximately 25,800 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 18 May 2014. 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 Palm Beach following the coastline past Sydney and Cronulla to Otford. From Otford the area turns northwest past Helensburgh and Minto then northeast past Revesby, Milperra, Olympic Park and North Ryde to Killara. The area then turns northwest to Rouse Hill then northeast to Cowan. From Cowan the area heads north to Brooklyn then east back to Palm Beach. 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 8202 0000	To	02 8312 9999	02 9030 0000	To	02 9031 9999
02 8332 0000	To	02 8399 9999	02 9120 0000	To	02 9130 9999
02 8422 0000	To	02 8448 9999	02 9144 1000	To	02 9153 9999
02 8467 0000	To	02 8467 9999	02 9200 0000	To	02 9599 9999
02 8508 0000	To	02 8543 9999	02 9611 0000	To	02 9611 9999
02 8558 0000	To	02 8596 9999	02 9647 5000	To	02 9647 5999
02 8650 0000	To	02 8650 9999	02 9660 0000	To	02 9669 9999
02 8665 4000	To	02 8665 4999	02 9690 0000	To	02 9722 5999
02 8707 5000	To	02 8777 7999	02 9735 1100	To	02 9751 4999
02 8874 1200	To	02 8879 6599	02 9767 4300	To	02 9819 2999
02 8899 5300	To	02 8925 9999	02 9844 0000	To	02 9887 0799
02 8955 0000	To	02 8978 9999	02 9900 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 **6 March 2014 to 18 May 2014** 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 **20140306-NSW-E-C-P-SYDNEY METROPOLITAN**.

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](http://www.tio.com.au)) and in the White Pages® directory.

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