

Customer Service Advice from Telstra

Extreme Weather events impact service in Sydney Metropolitan 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 Sydney Metropolitan region of New South Wales on or about Wednesday 5 March 2014.

Due to the effect of damage to the Telstra telecommunications network by severe thunderstorms, 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). Heavy rainfall and flash flooding are referred to in the BOM Severe Weather Warning issued for 5 March 2014 initially at 2:59 pm Wednesday, 5 March 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 9,300 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 28 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 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 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 **6 March 2014** to **28 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 **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 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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