

Customer Service Advice from Telstra

Extreme Weather events impact service in Sydney and Western Sydney.

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 and Western Sydney 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 8,000 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 Marrickville heading southwest past Engadine to Appin. The area then turns northwest past Menangle and Camden to Warragamba, north to Castlereagh, then west to Rouse Hill. From Rouse Hill the area then heads southeast past Epping and Five Dock back to Marrickville. All suburbs and towns 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 4572 0000	To	02 4582 9999	02 8923 0400	To	02 8923 0499
02 4620 0000	To	02 4659 0999	02 8962 8600	To	02 8962 8699
02 4720 0000	To	02 4737 9999	02 8978 0800	To	02 8978 0899
02 4752 3100	To	02 4752 3399	02 9111 0000	To	02 9111 9999
02 4773 0000	To	02 4777 9999	02 9181 0000	To	02 9181 5999
02 8204 0900	To	02 8204 0999	02 9201 2000	To	02 9222 7599
02 8222 4700	To	02 8229 8999	02 9235 8900	To	02 9255 9899
02 8247 5900	To	02 8248 1499	02 9275 2000	To	02 9278 8699
02 8272 3400	To	02 8276 9999	02 9289 5000	To	02 9293 9999
02 8297 4700	To	02 8306 8799	02 9305 0200	To	02 9312 6999
02 8332 1400	To	02 8332 1499	02 9322 8000	To	02 9336 7199

02 8346 4400	To	02 8346 4499	02 9350 9000	To	02 9379 7999
02 8372 4000	To	02 8372 9499	02 9390 0000	To	02 9449 0299
02 8422 6100	To	02 8422 6199	02 9468 0000	To	02 9505 7299
02 8446 1000	To	02 8446 1999	02 9536 2000	To	02 9547 5999
02 8467 7000	To	02 8467 7999	02 9561 4000	To	02 9563 9999
02 8571 5000	To	02 8575 8999	02 9581 5000	To	02 9582 9999
02 8596 5000	To	02 8596 5099	02 9600 0000	To	02 9952 8999
02 8633 1000	To	02 8633 9999	02 9963 7300	To	02 9965 1299
02 8700 0000	To	02 8888 9999	02 9978 3000	To	02 9980 9999
02 8899 0000	To	02 8899 9999	02 9996 6000	To	02 9996 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 **10 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 **20140310-NSW-E-C-P-SYDNEY WEST**.

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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