

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in Hunter and Mid North Coast Districts of New South Wales.**

As previously notified by Telstra on Monday 5 May 2014, Telstra's normal operations in the Hunter and Mid North Coast Districts of New South Wales were affected by a series of extreme weather events on or about Friday 25 April 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 1 June 2014.

Telstra has identified that the effect of these circumstances applies to an additional 1,700 services bringing the total number of services impacted to approximately 8,350 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 1 June 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 Laurieton then following the NSW coast southwest past Forster, Nelson Bay, Newcastle, The Entrance to Patonga and then following the Hawkesbury River inland to Wisemans Ferry. The area then heads west to Colo Heights, north to Putty then northwest to Ulan. From Ulan the area then heads northeast to the Coolah Tops National Park, east past Willow Tree to Nowendoc then southeast past Elands back to the NSW coast at Laurieton. 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 6591 0000	To	02 6592 9999
02 4028 0000	To	02 4042 1999	02 9456 0000	To	02 9457 9999
02 4320 0000	To	02 4399 9999	02 9472 8000	To	02 9480 0999
02 4902 0000	To	02 4999 9999	02 9653 0000	To	02 9658 8999
02 5556 0000	To	02 5556 4999	02 9847 1000	To	02 9847 1999
02 5593 8000	To	02 5594 5999	02 9973 8000	To	02 9973 8999
02 6520 0000	To	02 6559 3999	02 9985 0000	To	02 9985 9999
02 6570 0000	To	02 6579 7999			

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 **30 April 2014 to 1 June 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 **20140430-NSW-E-C-P-NSW NORTH COAST**.

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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