

# Customer Service Advice from Telstra

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

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 and Mid North Coast Districts of New South Wales on or about Friday 25 April 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). Large hailstones, heavy rainfall and damaging wind are referred to in the BOM Severe Weather Warning issued for 25 April 2014 initially at 3:16 am Friday, 25 April 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 6,650 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 25 May 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 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 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 **30 April 2014** to **25 May 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 **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 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](http://www.tio.com.au)) and in the White Pages® telephone directory.

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