

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in South Coast and parts of the Snowy Mountains District 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 South Coast and parts of the Snowy Mountains regions of New South Wales on or about Tuesday 14 October 2014.

Due to the effect of damage to the Telstra telecommunications network by severe weather, 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). Damaging winds, heavy rainfall and damaging surf are referred to in the BOM Severe Weather Warning issued for 14 October 2014 initially at 4:20 am EDT on Tuesday 14 October 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 250 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 26 October 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 Wallaga Lake Heights following the New South Wales coastline south to the Victorian border at Cape Howe, then following the New South Wales and Victorian state borders northwest to the Monaro Highway. The area turns southwest into Victoria to Chandlers Creek, northwest to Bonang then north back to the state borders and continues to follow the state borders to Tom Groggin. From Tom Groggin the area heads northwest to Tumbarumba, southeast to Shannons Flat, northeast to Jerangle, then southeast past Belowra to Wandella and then east southeast back to the coast at Wallaga Lake Heights. All suburbs, 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 6037 0000	To	02 6037 9999	02 6491 0000	To	02 6499 9999
02 6050 0000	To	02 6050 8999	02 6940 0000	To	02 6948 5999
02 6070 0000	To	02 6077 9999	02 6982 2000	To	02 6982 6999
02 6448 0000	To	02 6459 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 **14 October 2014** to **26 October 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 20141014-NSW-S-C-P-SOUTH COAST AND SURROUNDING AREA.

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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