

Customer Service Advice from Telstra

Extreme Weather events impact service in Sydney Metropolitan, Illawarra, South Coast, Southern Tablelands, Central West Slopes and Plains, South West Slopes and Central Tablelands 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 Sydney Metropolitan, Illawarra, South Coast, Southern Tablelands, Central West Slopes and Plains, South West Slopes and Central Tablelands regions of New South Wales on or about Monday 13 October 2014 through to Tuesday 14 October 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 rain, large hailstones and damaging wind are referred to in the BOM Severe Weather Warning issued for 13 October 2014 initially at 2:00 pm Monday, 13 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 17,300 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 2 November 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 coast south to Manly past Wollongong, Jervis Bay and Ulladulla to Durras. The area then heads northwest to Nerriga, southwest to Buggendore then northwest to Murrumbateman. From Murrumbateman the area heads southwest to Wee Jasper, northwest to Jugiong then northeast past Binalong and Rugby to Bigga. The area then heads northwest to Greenthorpe, west to Bland. From Bland the area heads north to Fairholme, west to Lake Cargelligo and northeast to Bobadah then east to Tottenham. From Tottenham the area turns southeast to Stuart Town, northeast to Goolma then east to Ulan. The area turns southeast past Olinda crossing the Great Dividing Range to Colo Heights. From Colo Heights the area continues southeast past Maroota and Brooklyn back to Palm Beach. All suburbs and towns, including metropolitan Sydney, 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 4220 0000	To	02 4239 7999	02 6970 8000	To	02 6972 9999
02 4251 0000	To	02 4297 9999	02 8204 0200	To	02 8204 6899

02 4421 0000	To	02 4429 9999	02 8217 1300	To	02 8306 9999
02 4441 0000	To	02 4465 2999	02 8332 0000	To	02 8399 9999
02 4560 7000	To	02 4582 9999	02 8422 0000	To	02 8448 9999
02 4620 0000	To	02 4659 9999	02 8467 0000	To	02 8467 9999
02 4677 0000	To	02 4684 9999	02 8508 0000	To	02 8543 9999
02 4720 0000	To	02 4739 9999	02 8558 0000	To	02 8596 9999
02 4751 0000	To	02 4759 9999	02 8633 1000	To	02 8633 9999
02 4773 0000	To	02 4788 9999	02 8665 4000	To	02 8665 4899
02 4820 0000	To	02 4849 4999	02 8700 0000	To	02 8888 9999
02 4860 0000	To	02 4889 9999	02 8899 0000	To	02 8925 9999
02 6118 0000	To	02 6118 7999	02 8962 0000	To	02 8978 9999
02 6220 1000	To	02 6227 9799	02 9030 0000	To	02 9031 9999
02 6305 2000	To	02 6305 2999	02 9111 0000	To	02 9111 9999
02 6328 8000	To	02 6379 8499	02 9130 0000	To	02 9130 9999
02 6390 0000	To	02 6394 9999	02 9144 1000	To	02 9153 9999
02 6816 0000	To	02 6816 5999	02 9181 0000	To	02 9181 5999
02 6850 0000	To	02 6869 9799	02 9200 0000	To	02 9999 9999
02 6890 1000	To	02 6898 3999			

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 **15 October 2014** to **2 November 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 **20141015-NSW-E-C-P-SYDNEY AND SURROUNDING DISTRICTS**.

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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