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:

<table>
<thead>
<tr>
<th>02 4220 0000</th>
<th>To</th>
<th>02 4239 7999</th>
<th>02 6970 8000</th>
<th>To</th>
<th>02 6972 9999</th>
</tr>
</thead>
<tbody>
<tr>
<td>02 4251 0000</td>
<td>To</td>
<td>02 4297 9999</td>
<td>02 8204 0200</td>
<td>To</td>
<td>02 8204 6899</td>
</tr>
</tbody>
</table>
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.

© Registered Trade Mark of Telstra Corporation Limited.