

Customer Service Advice from Telstra

Extreme Weather events impact service in Metropolitan Sydney, Illawarra and parts of the 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 Metropolitan Sydney, Illawarra and parts of the Central Tablelands regions of New South Wales on or about Wednesday 5 November 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). Large hailstones, heavy rainfall and damaging wind are referred to in the BOM Severe Weather Warning issued for 5 November 2014 initially at 3:13 pm Wednesday, 5 November 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 5,400 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 23 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 not limited to, the area starting at Shelley Beach following the NSW coastline south past Avoca Beach to Patonga. The area then heads southwest past St Ives to Epping, west to Baulkham Hills, south to Holsworthy then southeast past Engadine and Helensburgh to Otford. The area follows the coastline south past Wollongong to Kiama, turns northwest to Mittagong, northeast to Wilton then northwest to Warragamba. From Warragamba the area continues northwest to Katoomba, west to Oberon then north to Running Stream. The area then heads east past Putty to Laguna then southeast past Berkeley Vale back to Shelley Beach. 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 4220 0000	To	02 4239 7999	02 9407 5000	To	02 9407 9999
02 4251 0000	To	02 4297 9999	02 9421 0000	To	02 9426 8999
02 4320 0000	To	02 4349 9999	02 9456 0000	To	02 9457 9999
02 4360 0000	To	02 4385 9999	02 9472 5700	To	02 9484 9999
02 4560 0000	To	02 4588 9999	02 9600 0000	To	02 9634 9999
02 4620 0000	To	02 4659 0999	02 9651 0000	To	02 9659 9899

02 4720 0000	To	02 4739 9999	02 9670 0000	To	02 9684 8099
02 4751 0000	To	02 4759 9999	02 9729 5000	To	02 9734 9999
02 4773 0000	To	02 4788 9999	02 9753 6000	To	02 9753 8999
02 6350 0000	To	02 6359 3999	02 9765 0000	To	02 9765 9999
02 6379 7100	To	02 6379 7399	02 9820 0000	To	02 9875 9999
02 8738 0000	To	02 8738 9999	02 9893 3000	To	02 9899 9999
02 8777 0000	To	02 8869 9999	02 9910 8000	To	02 9914 1899
02 8882 0000	To	02 8888 9999	02 9933 3000	To	02 9933 8899
02 9203 3000	To	02 9208 9999	02 9973 8000	To	02 9985 9999
02 9354 4000	To	02 9354 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 **6 November 2014** to **23 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 **20141106-NSW-E-C-P-METROPOLITAN SYDNEY AND ILLAWARRA DISTRICT**.

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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