

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in South Coast and Southern Tablelands Districts and part of the Central Tablelands and Illawarra 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 South Coast and Southern Tablelands Districts and part of the Central Tablelands and Illawarra Districts of New South Wales on or about Monday 1 December 2014.

Due to the effect of damage to the Telstra telecommunications network by severe thunderstorms and lightning, 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 rainfall and large hailstones are referred to in the BOM Severe Weather Warning issued for 1 December 2014 initially at 1:45 pm Monday, 1 December 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 1,300 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 14 December 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 by this exemption are in the area bounded by and including, but not limited to, the area starting at Warilla following the NSW coastline south past Kiama, Ulladulla and Narooma to Wallaga Lake Heights. The area then turns west to Yowrie, northwest to Jerangle, northeast to Nerriga then northwest past Gundaroo to Murrumbateman. From Murrumbateman the area heads southwest past Wee Jasper to Tumorrana, northwest to Jugiong then northeast past Binalong and Rye Park to Rugby. The area then heads north to Wyangala, turning east to Burruga, then southwest to Porters Retreat. From Porters Retreat the area heads east past Werombi to Cobbity, southeast to Appin, south to Robertson then east back to Warilla. 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 4230 1000	<b>To</b>	02 4236 9999	02 4820 0000	<b>To</b>	02 4849 4999
02 4412 3000	<b>To</b>	02 4429 9999	02 4860 0000	<b>To</b>	02 4889 9999
02 4441 0000	<b>To</b>	02 4479 9999	02 6118 0000	<b>To</b>	02 6118 7999
02 4629 4500	<b>To</b>	02 4659 9999	02 6220 1000	<b>To</b>	02 6227 9799
02 4677 0000	<b>To</b>	02 4684 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 **2 December 2014** to **14 December 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 **20141202-NSW-E-C-P-SOUTH COAST AND SOUTHERN TABLELANDS**.

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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