

Customer Service Advice from Telstra

Extreme Weather events impact service in Canberra and the surrounding Australian Capital Territory District.

As previously notified by Telstra on Wednesday 10 December 2014 and Monday 22 December 2014, Telstra's normal operations in the Canberra and the surrounding Australian Capital Territory District have been affected by ongoing extreme weather events on or about Wednesday 3 December 2014 continuing to date.

Telstra's telecommunications network in these areas have experienced high levels of damage that has resulted in delays to installation and repair activities on a significant number of Telstra services. Due to the extent of damage to the Telstra network, the impact in the affected region has been greater than initially estimated, and as a consequence of the ongoing weather effects, the expected recovery date has now been further extended to 1 February 2015.

Information as to the nature of these severe weather events can be sourced from the Bureau of Meteorology (BOM). Destructive wind, large hailstones and flash flooding are referred to in the BOM Severe Weather Warning issued for 3 December 2014 initially at 1:46 pm Wednesday, 3 December 2014, and 4 January 2015 initially at 1:44 pm Sunday, 4 January 2015. All of which were widely reported in the news media after these events.

Telstra has identified that the effect of these circumstances may apply to an additional 1,300 services bringing the total number of potential services impacted to approximately 3,800 services. This number may increase as Telstra assesses the full affect of the ongoing extreme weather conditions.

Based on current information, the resumption date of normal service operations is expected to be 1 February 2015. This date is indicative only; Telstra customers should anticipate that some further delays may occur.

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 Nerriga then heading southwest past Braidwood and Jerangle to Bunyan. The area then turns northwest to Batlow, northeast past Brindabella to Murrumbateman then east back to Nerriga. All suburbs and towns 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 4825 8000	To	02 4828 3999	02 6119 0000	To	02 6155 9999
02 4842 0000	To	02 4847 5999	02 6200 0000	To	02 6299 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 **4 December 2014** to **1 February 2015** 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 **20141204-ACT-E-C-P-CANBERRA AND SURROUNDING ACT 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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