

# Customer Service Advice from Telstra

## **Ongoing Extreme Weather events impact service in Sydney and Greater Sydney, Illawarra, Hunter, Central Tablelands and Southern Tablelands Districts and parts of the South Coast and Mid North Coast of New South Wales.**

As previously notified by Telstra on Wednesday 10 December 2014, Tuesday 6 January 2015, Monday 2 February 2015 and Monday 16 March 2015, Telstra's normal operations in the Sydney and Greater Sydney, Illawarra, Hunter, Central Tablelands and Southern Tablelands Districts and parts of the South Coast and Mid North Coast of New South Wales have been affected by ongoing extreme weather events on or about Wednesday 3 December 2014 through to Sunday 7 December 2014 and on Sunday 1 March 2015 and again on Monday 6 April 2014.

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 10 May 2015.

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 3 December 2014 initially at 2:54 pm Wednesday, 3 December 2014, and damaging wind is referred to in the BOM Severe Weather Warning issued for 1 March 2015 initially at 2:43 pm Sunday, 1 March 2015 and damaging wind, large hailstones and heavy rainfall is referred to in the BOM Severe Weather Warning issued for 6 April 2015 initially at 4:14 pm Monday, 6 April 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 23,800 services bringing the total number of potential services impacted to approximately 154,900 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 10 May 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 is not limited to, the area starting at Laurieton following the NSW coast southwest past Forster and Newcastle to Patonga. The area crosses the Hawkesbury River south to Terrey Hills, west to Narrabeen and then follows the coastline south past Manly to Neutral Bay. From Neutral Bay the area crosses Port Jackson southeast past Darling Point to Coogee and then follows the coastline past Wollongong and Jervis Bay to Durras. The area turns northwest to Nerriga, north northwest to Murrumbateman, southwest to Brindabella then northwest to Jugiong. From Jugiong the area heads northeast past Frogmore to Bigga then east past Porters Retreat to Nattai. The area turns northwest to Katoomba, northeast past Mt Wilson and Putty to Nowendoc and then southeast past Elands back to Laurieton. 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 4014 0000	To	02 4015 9999	02 6550 0000	To	02 6559 3999
02 4028 0000	To	02 4042 1999	02 6570 1000	To	02 6579 7999
02 4220 0000	To	02 4239 7999	02 6591 0000	To	02 6592 9999
02 4251 0000	To	02 4297 9999	02 8204 0200	To	02 8204 6899
02 4320 0000	To	02 4399 9999	02 8217 4700	To	02 8306 9999
02 4421 0000	To	02 4429 9999	02 8332 0000	To	02 8383 9999
02 4441 0000	To	02 4465 2999	02 8394 0000	To	02 8399 9999
02 4560 0000	To	02 4588 9999	02 8422 0000	To	02 8426 9999
02 4620 0000	To	02 4659 9999	02 8437 5000	To	02 8448 3499
02 4677 0000	To	02 4684 9999	02 8467 5100	To	02 8467 9999
02 4720 0000	To	02 4739 9999	02 8508 0000	To	02 8543 9999
02 4751 0000	To	02 4759 9999	02 8558 0000	To	02 8596 9999
02 4773 0000	To	02 4787 3899	02 8633 1000	To	02 8633 9999
02 4820 0000	To	02 4849 4999	02 8665 4000	To	02 8665 4899
02 4860 0000	To	02 4889 9999	02 8700 0000	To	02 8888 9999
02 4902 0000	To	02 4999 9999	02 8899 1400	To	02 8925 9999
02 5556 0000	To	02 5556 4999	02 8962 0000	To	02 8978 9999
02 6118 0000	To	02 6118 7999	02 9030 0000	To	02 9031 9999
02 6220 1000	To	02 6227 9799	02 9144 1000	To	02 9153 9999
02 6520 0000	To	02 6520 1999	02 9181 0000	To	02 9181 5999
02 6537 0000	To	02 6539 9999	02 9200 1000	To	02 9999 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 10 May 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-NSW-E-C-P-SYDNEY AND COASTAL AND CENTRAL NSW**.

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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