

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in Sydney and Greater Sydney, South Coast, Illawarra, Hunter, Mid North Coast, Central Tablelands, Southern Tablelands Districts and parts of the Central West Slopes and Plains and South West Slopes 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 and Greater Sydney, South Coast, Illawarra, Hunter, Mid North Coast, Central Tablelands, Southern Tablelands Districts and parts of the Central West Slopes and Plains and South West Slopes Districts of New South Wales on or about Wednesday 3 December 2014 through to Sunday 7 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). 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; 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 33,700 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 4 January 2015. 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 Laurieton following the NSW coast southwest past Forster, Newcastle, Manly, Wollongong, Jervis Bay and Batemans Bay to Wallaga Lake Heights. The area turns northwest to Bunyan, northeast past Jerangle and Ballalaba to Nerriga then northwest to Murrumbateman. From Murrumbateman the area heads southwest to Brindabella, northwest to Jugiong and northeast to Frogmore then northwest past Bland and Lake Cargelligo to Mount Hope. The area then heads north to Bobadah, southeast to Stuart Town, northeast past Ulan to the Coolah Tops National Park. From the Coolah Tops National Park the area turns east to Murrurundi, northeast to Nowendoc, 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 6570 0000	To	02 6579 7999
02 4028 0000	To	02 4042 1999	02 6591 0000	To	02 6592 9999

02 4220 0000	To	02 4239 7999	02 6816 0000	To	02 6816 5999
02 4251 0000	To	02 4297 9999	02 6850 0000	To	02 6869 9799
02 4320 0000	To	02 4399 9999	02 6890 1000	To	02 6898 3999
02 4412 3000	To	02 4429 9999	02 6970 8000	To	02 6972 9999
02 4441 0000	To	02 4479 9999	02 8204 0200	To	02 8204 6899
02 4560 0000	To	02 4588 9999	02 8217 1300	To	02 8306 9999
02 4620 0000	To	02 4659 9999	02 8332 0000	To	02 8399 9999
02 4677 0000	To	02 4684 9999	02 8422 0000	To	02 8448 9999
02 4720 0000	To	02 4739 9999	02 8467 0000	To	02 8467 9999
02 4751 0000	To	02 4759 9999	02 8508 0000	To	02 8543 9999
02 4773 0000	To	02 4788 9999	02 8558 0000	To	02 8596 9999
02 4820 0000	To	02 4849 4999	02 8633 1000	To	02 8633 9999
02 4860 0000	To	02 4889 9999	02 8665 4000	To	02 8665 4899
02 4902 0000	To	02 4999 9999	02 8700 0000	To	02 8888 9999
02 5556 0000	To	02 5556 4999	02 8899 0000	To	02 8925 9999
02 5593 8000	To	02 5594 5999	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 9111 0000	To	02 9111 9999
02 6305 2000	To	02 6305 2999	02 9130 0000	To	02 9130 9999
02 6328 8000	To	02 6379 8499	02 9144 1000	To	02 9153 9999
02 6390 0000	To	02 6394 9999	02 9181 0000	To	02 9181 5999
02 6520 0000	To	02 6559 3999	02 9200 0000	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 4 January 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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