

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in Northern Rivers, Northern Tablelands, North West Slopes and Plains and part of the Mid North Coast 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 Northern Rivers, Northern Tablelands, North West Slopes and Plains and part of the Mid North Coast of New South Wales on or about Friday 5 December 2014 through to Tuesday 9 December 2014.

Due to the effect of damage to the Telstra telecommunications network by severe thunderstorms, 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 December 2014 initially at 2:08 pm Friday, 5 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 2,600 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 11 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 Wardell following the NSW coast south past Yamba to Emerald Beach. From Emerald Beach the area turns west to Dundurrabin, southeast to Bonville then south to Urunga. The area heads west to the New England National Park, southwest past Yarrowitch to Nowendoc, west to Hanging Rock then south west to the Coolah Tops National Park. From the Coolah Tops National Park the area heads northwest past Premer to Cuttabri, north to Mungindi and then following the NSW/QLD border easterly past Goondiwindi and Texas to Legume. The area turns southeast past Woodenbong and The Risk to Clunes then south back to Wardell. 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 5620 0000	To	02 5620 4999	02 6682 1000	To	02 6705 9999
02 5712 9000	To	02 5712 9999	02 6720 0000	To	02 6799 9999
02 5794 4000	To	02 5794 5999	07 4653 4000	To	07 4653 9999
02 6603 0000	To	02 6604 9999	07 4671 9000	To	07 4677 2999
02 6620 0800	To	02 6668 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 **9 December 2014** to **11 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 **20141209-NSW-E-C-P-NORTHERN 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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