

# Customer Service Advice from Telstra

## **Ongoing Extreme Weather events impact service in East Coast, South East, Western, Upper Derwent Valley and Central Plateau Districts of Tasmania.**

As previously notified by Telstra on Tuesday 20 January 2015, Monday 9 February 2015 and Monday 23 February 2015, Telstra's normal operations in the East Coast, South East, Western, Upper Derwent Valley and Central Plateau Districts of Tasmania have been affected by ongoing extreme weather events on or about Tuesday 13 January 2015 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 22 March 2015.

Information as to the nature of these severe weather events can be sourced from Weatherzone at <http://www.weatherzone.com.au/>. Heavy rainfall across the aforementioned area is detailed within this site for Tuesday 13 January 2015; all of which were reported in the news media after the events.

Telstra has identified that the effect of these circumstances may apply to an additional 350 services bringing the total number of potential services impacted to approximately 2,650 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 22 March 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 Rocky Hills on the east coast of Tasmania following the coastline clockwise around Southern Tasmania to South Arm. From South Arm the area follows the River Derwent north past Bellerive and crossing the river at Rose Bay to New Town. The area then turn southwest to Judbury and then south to the coast at Southport. Following the coastline clockwise around to the Gordon River, the area then heads inland east to Ouse and north to Liena. From Liena turns southeast to Woodbury and then east back to the coast at Rocky Hills. 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:

03 6208 0000      **To**    03 6296 2999

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 **14 January 2015** to **22 March 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 **20150114-TAS-S-C-P-MID AND SOUTH EAST TASMANIA**.

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.

® Registered Trade Mark of Telstra Corporation Limited.