

# Customer Service Advice from Telstra

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

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 Canberra and the surrounding Australian Capital Territory District region on or about 21 January 2015.

Due to the effect of damage to the Telstra telecommunications network by severe thunderstorms and as a consequence of the continued weather effects dating back to Wednesday 3 December 2014 through to Thursday 4 December 2014 and Saturday 10 January 2015, 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). Heavy rainfall is referred to in the BOM Severe Weather Warning issued for 21 January 2015 initially at 5:06 pm Wednesday, 21 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 approximately 2,300 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 1 March 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 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 **2 February 2015** to **1 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 **20150202-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](http://www.tio.com.au)) and in the White Pages® telephone directory.

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