

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in Hunter and Mid North Coast Districts and part of the Central Tablelands District of New South Wales.**

As previously notified by Telstra on Monday 1 June 2015, Telstra's normal operations in the Hunter and Mid North Coast Districts and part of the Central Tablelands District of New South Wales have been affected by ongoing weather events on or about Monday 20 April 2015 through to Wednesday 22 April 2015.

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 26 July 2015.

Telstra has identified that the effect of these circumstances may apply to an additional 7,100 services bringing the total number of potential services impacted to approximately 25,000 services. This number may increase as Telstra assesses the full affect of the extreme weather conditions.

Based on current information, the resumption date of normal service operations is expected to be 26 July 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.

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Telstra services encompassed in this exemption are in the area bounded by and including, but is not limited to, the area starting at Laurieton then following the NSW coast southwest past Forster, Nelson Bay, Newcastle and The Entrance to Patonga. From Patonga the area turns southwest past Castlereagh to Springwood, southeast to Warragamba, southwest past Porters Retreat to Peelwood then northeast to Burruga. From Burruga the area heads northwest to Killongbutta, north to Hill End then northeast to Bogee. The area turns north to the Coolah Tops National Park, east past Murrurundi to Elands then southeast back to Laurieton. 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 4014 0000	To	02 4015 9999	02 6350 0000	To	02 6368 5999
02 4028 0000	To	02 4042 1999	02 6520 0000	To	02 6526 9999
02 4320 0000	To	02 4399 9999	02 6537 0000	To	02 6559 3999
02 4560 0000	To	02 4588 9999	02 6570 0000	To	02 6579 7999
02 4720 6000	To	02 4739 9999	02 6591 0000	To	02 6592 9999
02 4751 0000	To	02 4759 9999	02 9456 0000	To	02 9457 9999
02 4780 0000	To	02 4788 9999	02 9472 8000	To	02 9480 0999
02 4902 0000	To	02 4999 9999	02 9652 0000	To	02 9658 8999
02 5556 0000	To	02 5556 4999	02 9847 1000	To	02 9847 1999

02 5593 8000      **To**    02 5594 5999                      02 9973 8000      **To**    02 9973 8999  
02 6328 8000      **To**    02 6339 9999                      02 9985 0000      **To**    02 9985 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 **23 April 2015 to 26 July 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 **20150423-NSW-E-C-P-HUNTER AND MID NORTH COAST 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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