

Customer Service Advice from Telstra

Ongoing Extreme Weather events impact service in Sydney Metropolitan District of New South Wales.

As previously notified by Telstra on Wednesday 29 April 2015 and Monday 8 June 2015, Telstra's normal operations in the Sydney Metropolitan District of New South Wales have been affected by extreme 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 weather effects, the expected recovery date has now been further extended to 2 August 2015.

Information as to the nature of these severe weather events can be sourced from the Bureau of Meteorology (BOM). Destructive wind, large hailstones and flash flooding are referred to in the BOM Severe Weather Warning issued for 20 April 2015 initially at 4:31 am EST on Monday 20 April 2015. All of which were widely reported in the news media after these events.

Telstra has identified that the effect of these circumstances may apply to an additional 37,450 services bringing the total number of potential services impacted to approximately 94,450 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 2 August 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 is not limited to, the area starting at Mosman following the coastline south past Sydney to Cronulla. The area turns west to Grays Point and north to Oyster Bay. From Oyster Bay the area follows the Georges River west to East Hills and continues northwest past Regentville to Winmalee. From Winmalee the area heads northeast to Kurrajong then southeast to Oakville east to Galston and southeast past Pymble, Wahroonga and Killara back to Mosman. 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 4572 0000	To	02 4582 9999	02 8633 1000	To	02 8633 9999
02 4720 1000	To	02 4737 9999	02 8665 4000	To	02 8665 4899
02 4752 3100	To	02 4752 3399	02 8700 0000	To	02 8888 9999
02 4776 0000	To	02 4777 9999	02 8899 0000	To	02 8925 9999
02 8204 0200	To	02 8204 6899	02 8962 4000	To	02 8978 9699
02 8217 1300	To	02 8306 9999	02 9030 0000	To	02 9031 9999

02 8332 0000	To	02 8399 9999	02 9111 0000	To	02 9111 9999
02 8422 5000	To	02 8448 9999	02 9130 0000	To	02 9130 9999
02 8467 0000	To	02 8467 7999	02 9150 0000	To	02 9153 9999
02 8512 0000	To	02 8543 9999	02 9181 0000	To	02 9181 5999
02 8558 1000	To	02 8596 9999	02 9200 0000	To	02 9996 7999

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 **2 August 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-SYDNEY AND CENTRAL 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) and in the White Pages® telephone directory.

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