

Customer Service Advice from Telstra

Extreme Weather events impact service in Sydney Metropolitan and Illawarra Districts and part of the Central Tablelands District of New South Wales.

As previously notified by Telstra on Wednesday 29 April 2015, Telstra's normal operations in the Sydney Metropolitan and Illawarra Districts and part of the Central Tablelands District of New South Wales were affected by a series of 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 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 continued weather effects, the expected recovery date has now been extended to 12 July 2015.

Telstra has identified that the effect of these circumstances applies to an additional 23,500 services bringing the total number of services impacted to approximately 57,000 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 12 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.

Telstra services encompassed in this exemption are in the area bounded by and including, but is not limited to, the area starting at Palm Beach following the coastline south past Sydney and Wollongong to Huskisson. The area turns west to Windellama, northeast to Brayton then northwest to Porters Retreat. From Porters Retreat the area heads southeast to Nattai, northeast past Winmalee to Kurrajong then east past Windsor to Mt Colah then northeast back to Palm Beach. All suburbs and towns, including metropolitan Sydney, 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 4220 0000	To	02 4239 7999	02 8422 0000	To	02 8448 9999
02 4251 0000	To	02 4297 9999	02 8467 0000	To	02 8467 9999
02 4421 0000	To	02 4429 6999	02 8508 0000	To	02 8543 9999
02 4446 0000	To	02 4448 9999	02 8558 0000	To	02 8596 9999
02 4464 0000	To	02 4465 2999	02 8633 1000	To	02 8633 9999
02 4572 0000	To	02 4582 9999	02 8665 4000	To	02 8665 4899
02 4620 0000	To	02 4659 9999	02 8700 0000	To	02 8888 9999
02 4677 0000	To	02 4684 9999	02 8899 0000	To	02 8925 9999
02 4720 0000	To	02 4737 9999	02 8962 0000	To	02 8978 9999
02 4752 3100	To	02 4752 3399	02 9030 0000	To	02 9031 9999
02 4773 0000	To	02 4777 9999	02 9111 0000	To	02 9111 9999
02 4860 0000	To	02 4889 9999	02 9130 0000	To	02 9130 9999
02 8204 0200	To	02 8204 6899	02 9144 1000	To	02 9153 9999
02 8217 1300	To	02 8306 9999	02 9181 0000	To	02 9181 5999
02 8332 0000	To	02 8399 9999	02 9200 0000	To	02 9999 9999

As these circumstances were outside of Telstra's control, Telstra is claiming an extension to time frames applying under the *Telecommunications (Customer Service Guarantee) Standard 2011*. This means that Telstra is notifying customers that normal service time frames may not be met during the period of **23 April 2015 to 12 July 2015** inclusive (based on Telstra's estimated recovery schedule correct at the time of publication of this notice).

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 you are still not satisfied with the outcome, you have the option to raise 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® directory.

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