

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in the Hunter District and parts of the Central Tablelands District of NSW.**

As previously notified by Telstra on Wednesday 2 September 2015, Telstra's normal operations in the in Hunter District and parts of the Central Tablelands District of NSW were affected by a series of extreme weather events on or about Monday 24 August 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 18 October 2015.

Telstra has identified that the effect of these circumstances applies to an additional 1,800 services bringing the total number of services impacted to approximately 6,350 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 18 October 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 Tea Gardens and following the NSW coast southwest past Newcastle and The Entrance to Patonga. From Patonga the area continues southwest to Galston, northwest past Richmond and Berambing to Bell then north to Glen Davis. The area turns northwest to Stuart Town, north to Mendooran and northeast to Purlewaugh then southeast to Coulsons Creek. From Coulsons Creek the area heads southwest to Olinda, southeast to St Albans then northeast past Bucketty, Kurri Kurri and Brookfield to Stroud then southeast back to Tea Gardens. 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 4014 9999	02 6370 0000	To	02 6379 1999
02 4028 0000	To	02 4042 1999	02 6521 7000	To	02 6521 7999
02 4336 3000	To	02 4379 9999	02 6532 5000	To	02 6532 5999
02 4390 0000	To	02 4399 9999	02 6548 0000	To	02 6549 8999
02 4560 0000	To	02 4580 3999	02 6844 6000	To	02 6849 9999
02 4902 0000	To	02 4999 0999	02 9652 0000	To	02 9658 8999
02 6357 5000	To	02 6358 8699			

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 **25 August 2015 to 18 October 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 **20150825-NSW-E-C-P-CENTRAL WEST SLOPES TABLELANDS AND HUNTER**.

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](http://www.tio.com.au)) and in the White Pages® directory.

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