

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in Illawarra, South Coast and parts of Southern Tablelands, South West Slopes and Central Tablelands districts of New South Wales.**

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 Illawarra, South Coast and parts of Southern Tablelands, South West Slopes and Central Tablelands districts of New South Wales on or about Monday 24 August 2015 through to Wednesday 26 August 2015.

Due to the effect of damage to the Telstra telecommunications network by severe weather, 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 and flash flooding are referred to in the BOM Severe Weather Warning issued for 24 August 2015 initially at 4:20 pm EST on Monday 24 August 2015; all of which were widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances may apply to approximately 4,450 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 27 September 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 is not limited to the area starting at Port Hacking on the coast, following the coastline south past Wollongong, Jervis Bay and Batemans Bay to Kianga. From Kianga the area turns west to Belowra and then north to Oallen. From here turn west to Mount Fairy, northwest to Gundaroo and southwest to Tumorrana. The area then heads northwest to Jugiong, then northeast to Bigga, northeast to Warrangamba and southeast past Minto back to Port Hacking. All suburbs, 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 4220 0000	To	02 4239 7999	02 4677 0000	To	02 4683 6999
02 4251 0000	To	02 4297 9999	02 4820 0000	To	02 4845 8999
02 4412 3000	To	02 4429 9999	02 4860 0000	To	02 4889 9999
02 4441 0000	To	02 4479 6999	02 6118 4000	To	02 6118 7999
02 4620 0000	To	02 4659 9999	02 6220 2000	To	02 6227 7899

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 **25 August 2015** to **27 September 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 **20150825-NSW-E-C-P-SOUTHERN COASTAL NSW AND TABLELANDS**.

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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