

# Customer Service Advice from Telstra

## **Severe Weather events impact service in Sydney Metropolitan District.**

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 Sydney Metropolitan region of New South Wales on or about Monday 24 August 2015.

Due to the effect of damage to the Telstra telecommunications network by severe thunderstorms, 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, hail and flash flooding are referred to in the BOM Severe Weather Warning issued for 24 August 2015 initially at 8:38 pm 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 8,800 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 Palm Beach following the coastline south past Sydney and Cronulla to Bundeena. The area turns west to Engadine, north to Revesby then northwest past Regentville to Winmalee. From Winmalee the area heads northeast 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 4720 1400	To	02 4737 9999	02 8799 2000	To	02 8887 2999
02 4776 0000	To	02 4777 7999	02 8899 1400	To	02 8913 8799
02 8217 1300	To	02 8229 8999	02 8925 2000	To	02 8925 7999
02 8240 3000	To	02 8240 9399	02 8962 0000	To	02 8978 8999
02 8251 3500	To	02 8289 2999	02 9130 0000	To	02 9130 9999
02 8302 0000	To	02 8306 8799	02 9150 0000	To	02 9150 9999
02 8332 5500	To	02 8394 8299	02 9181 0000	To	02 9181 5999
02 8422 3000	To	02 8425 9999	02 9200 2000	To	02 9231 8399
02 8436 0000	To	02 8446 6999	02 9243 1000	To	02 9339 9999
02 8467 0000	To	02 8467 2999	02 9350 9000	To	02 9439 9999

02 8508 0000	To	02 8543 9999	02 9450 7000	To	02 9532 9999
02 8558 0000	To	02 8595 2199	02 9544 0000	To	02 9599 9999
02 8633 1000	To	02 8633 9999	02 9620 0000	To	02 9999 9999
02 8700 0000	To	02 8788 3999			

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-SYDNEY METROPOLITAN**.

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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