

Customer Service Advice from Telstra

Severe Weather events impact service in the Hunter and parts of the Mid North Coast and Central Tablelands of New South Wales.

As previously notified by Telstra on Monday 9 November 2015, Telstra's normal operations in the Hunter and parts of the Mid North Coast and Central Tablelands of New South Wales were affected by a series of severe weather events on or about Sunday 1 November 2015 through to Thursday 5 November 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 10 January 2016.

Telstra has identified that the effect of these circumstances applies to an additional 8,550 services bringing the total number of services impacted to approximately 14,900 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 10 January 2016. 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 Laurieton then following the NSW coast southwest past Forster, Nelson Bay, Newcastle and The Entrance to Patonga. From Patonga the area turns southwest past Cattai and North Richmond to Grose Vale then south past Glen Brook to Warragamba. The area heads west to the Jenolan Caves, north to Capertee, then northwest to Euchareena and north to Mendoran then northeast to Premer. From Premer the area heads southeast to the Coolah Tops National Park, east past Murrurundi to Elands then southeast back to Laurieton. 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 4015 9999	02 6350 0000	To	02 6359 2999
02 4028 0000	To	02 4042 1999	02 6370 0000	To	02 6379 6999
02 4320 0000	To	02 4349 9999	02 6520 0000	To	02 6559 3999
02 4360 0000	To	02 4385 9999	02 6570 2100	To	02 6579 2999
02 4560 1000	To	02 4588 9999	02 6591 0000	To	02 6592 9999
02 4720 6000	To	02 4739 9999	02 9456 0000	To	02 9457 9999
02 4751 0000	To	02 4759 9999	02 9472 8000	To	02 9480 0999
02 4780 0000	To	02 4787 9299	02 9652 0000	To	02 9658 8999
02 4902 0000	To	02 4999 9999	02 9847 1000	To	02 9847 1999
02 5556 0000	To	02 5556 4999	02 9973 8000	To	02 9973 8999
02 5594 5000	To	02 5594 5999	02 9985 0000	To	02 9985 9999
02 6305 2000	To	02 6305 2999			

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 **5 November 2015 to 10 January 2016** 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 **20151105-NSW-E-C-P-CENTRAL 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) and in the White Pages® directory.

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