

Customer Service Advice from Telstra

Severe Weather events impact service in Sydney Metropolitan District.

As previously notified by Telstra on Thursday 12 November 2015, Telstra's normal operations in the Sydney Metropolitan District of New South Wales were affected by a series of severe weather events on or about Friday 6 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 20 December 2015.

Telstra has identified that the effect of these circumstances applies to an additional 2,100 services bringing the total number of services impacted to approximately 11,000 services. This number may increase as Telstra assesses the full affect of the severe weather conditions. Based on current information, the resumption date of normal service operations is expected to be 20 December 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 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 1000	To	02 4737 9999	02 8708 8000	To	02 8887 2999
02 4752 3100	To	02 4752 3399	02 8899 1400	To	02 8925 9999
02 4776 4000	To	02 4777 9999	02 8962 4000	To	02 8978 9699
02 8217 1300	To	02 8289 2999	02 9031 9900	To	02 9031 9999
02 8302 0000	To	02 8306 8799	02 9130 0000	To	02 9130 9999
02 8332 5500	To	02 8394 8299	02 9144 1000	To	02 9150 9999
02 8422 0000	To	02 8446 5999	02 9181 0000	To	02 9181 5999
02 8467 0000	To	02 8467 9999	02 9201 8000	To	02 9231 8399
02 8508 0000	To	02 8543 9999	02 9242 2000	To	02 9999 9999
02 8558 2200	To	02 8596 5099			

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 **9 November 2015 to 20 December 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 **20151109-NSW-E-C-P-METROPOLITAN SYDNEY**.

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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