

# Customer Service Advice from Telstra

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

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of a series of severe weather events in the Sydney Metropolitan District of New South Wales on or about Friday 6 November 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). Large hail, heavy rain and damaging winds are referred to in the BOM Severe Weather Warning issued for 6 November 2015 initially at 12:45 pm Friday, 6 November 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 8,900 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 6 December 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 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 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 **9 November 2015** to **6 December 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 **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 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.

® Registered Trade Mark of Telstra Corporation Limited.