

Customer Service Advice from Telstra

Severe Weather events impact service in the Central West Slopes and Plains District and parts of the Central Tablelands District 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 Central West Slopes and Plains District and parts of the Central Tablelands District of New South Wales on or about Friday 13 November 2015 through to Saturday 14 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 13 November 2015 initially at 3:38 pm Friday, 13 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 550 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 Baan Ba heading south to Premer, southwest to Neilrex, south to Hargraves then southeast to Capertee. From Capertee the area heads south to the Jenolan Caves, southeast to Nattai, southwest to Frogmore, northwest to Bland then north to Warro. The area turns west to Lake Cargelligo, northwest to Mt Hope, northeast past Tottenham to Trangie, north to Quambone then northwest to Carinda. From Carinda the area heads northeast to Walgett then southeast past Pilliga back to Baan Ba. All suburbs and towns 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 5852 1000	To	02 5852 1999	02 6801 2000	To	02 6827 6999
02 5881 6000	To	02 5881 6999	02 6840 0000	To	02 6869 1999
02 6329 0000	To	02 6369 5999	02 6880 0000	To	02 6898 3999
02 6390 7000	To	02 6394 3999	02 6970 8000	To	02 6972 9999

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 **16 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 **20151116-NSW-E-C-P-CENTRAL WEST SLOPES AND PLAINS**.

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) and in the White Pages® telephone directory.

® Registered Trade Mark of Telstra Corporation Limited.