

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in Metropolitan Sydney, Illawarra District and parts of the South Coast 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 Metropolitan Sydney, Illawarra District and parts of the South Coast District of New South Wales on or about Wednesday 16 December 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 extreme weather events can be sourced from the Bureau of Meteorology (BOM). Damaging wind, large hailstones and heavy rainfall are referred to in the BOM Severe Weather Warning issued for 16 December 2015 initially at 7:51 am Wednesday, 16 December 2015, reference number IDN65156; 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 9,000 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 31 January 2016. 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 The Gap following the coastline south past Sydney, Wollongong and Ulladulla to Kioloa. The area turns northwest to Bungonia, northeast to Jamberoo and north to Appin then northwest to Warragamba. From Warragamba the area heads north to Yellow Rock, southeast to Wetherill Park, northeast to Eastwood then northwest to Castle Hill. The area then turns southeast to Chatswood, south to Snails Bay and follows the shoreline past Circular Quay and Watsons Bay back to The Gap. 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 4220 2000	To	02 4239 7999	02 8913 9000	To	02 8925 8999
02 4251 5000	To	02 4283 9199	02 8962 8600	To	02 8962 8699
02 4428 0000	To	02 4429 9999	02 8978 0800	To	02 8978 3599
02 4441 0000	To	02 4465 2999	02 9030 0000	To	02 9031 9899
02 4621 0000	To	02 4658 7999	02 9111 0000	To	02 9111 9999
02 4720 1400	To	02 4737 9999	02 9130 0000	To	02 9130 9999
02 4776 8300	To	02 4777 7999	02 9181 0000	To	02 9181 5999

02 8217 1300	To	02 8229 6999	02 9201 7000	To	02 9449 0299
02 8240 3300	To	02 8276 9999	02 9462 1300	To	02 9478 0099
02 8289 0000	To	02 8306 4799	02 9488 4800	To	02 9616 1999
02 8332 1400	To	02 8399 8999	02 9637 0000	To	02 9647 8899
02 8422 6100	To	02 8425 6499	02 9661 0000	To	02 9669 9999
02 8437 0000	To	02 8446 1999	02 9680 0000	To	02 9719 9999
02 8467 7000	To	02 8467 7999	02 9731 0000	To	02 9744 4699
02 8512 1000	To	02 8543 9999	02 9760 0000	To	02 9765 0999
02 8558 1000	To	02 8596 7399	02 9797 5400	To	02 9827 9199
02 8736 3100	To	02 8762 5899	02 9840 4600	To	02 9952 9999
02 8777 0000	To	02 8788 4599	02 9963 7300	To	02 9963 7399
02 8831 9900	To	02 8879 9999	02 9978 3000	To	02 9978 6799
02 8899 0000	To	02 8899 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 **18 December 2015** to **31 January 2016** 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 **20151218-NSW-E-C-P-METROPOLITAN SYDNEY AND ILLAWARRA DISTRICT**.

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.