

Customer Service Advice from Telstra

Severe Weather events impact service in Illawarra and South Coast Districts of New South Wales.

As previously notified by Telstra on Wednesday 13 January 2016, Telstra's normal operations in the Illawarra and South Coast Districts of New South Wales were affected by a series of severe weather events on or about Monday 4 January 2016 through to Wednesday 6 January 2016. 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 27 March 2016.

Telstra has identified that the effect of these circumstances applies to an additional 3,650 services bringing the total number of services impacted to approximately 7,350 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 27 March 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 Port Hacking on the coast, following the coastline south past Wollongong, Jervis Bay and Batemans Bay to Kianga. From Kianga the area turns west to Belowra and then north past Araluen and Nerriga to Tallong. From here, turn northeast to Robertson, north to Cobbitty, northwest to Warragamba and north to Glenbrook. From Glenbrook the area heads southeast past Wetherill Park back to Port Hacking. All suburbs, 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 4220 2000	To	02 4239 7999	02 8777 0000	To	02 8796 9999
02 4251 5000	To	02 4283 9199	02 9203 3000	To	02 9203 9999
02 4295 0000	To	02 4297 9999	02 9426 0000	To	02 9426 8999
02 4412 3000	To	02 4412 3999	02 9600 0000	To	02 9618 9999
02 4428 0000	To	02 4429 9999	02 9729 5000	To	02 9734 9999
02 4441 0000	To	02 4479 9999	02 9753 6000	To	02 9753 8999
02 4621 0000	To	02 4658 7999	02 9765 0000	To	02 9765 9999
02 4720 0000	To	02 4720 0999	02 9820 0000	To	02 9829 9999
02 4773 0000	To	02 4774 9999	02 9914 0000	To	02 9914 1899
02 8738 0000	To	02 8738 9999	02 9933 3000	To	02 9933 5999

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 **7 January 2016 to 27 March 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 **20160107-NSW-E-C-P-ILLAWARRA AND SOUTH COAST NSW**.

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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