

Customer Service Advice from Telstra

Severe Weather events impact service in Illawarra and South Coast districts 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 severe weather events in the Illawarra and South Coast districts of New South Wales on or about Monday 4 January 2016 through to Wednesday 6 January 2016.

Due to the effect of damage to the Telstra telecommunications network by severe weather, 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). Heavy rain and flash flooding are referred to in the BOM Severe Weather Warning issued for 4 January 2016 initially at 11:01 am Monday, 4 January 2016, reference number IDN20032; 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 3,700 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 severe weather conditions. Based on current information, the resumption date of Telstra's normal service operations is expected to be 14 February 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 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 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 **7 January 2016 to 14 February 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 **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 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.

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