

# Customer Service Advice from Telstra

## Extreme Weather events impact service in Sydney Metropolitan district

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 Sydney Metropolitan region of New South Wales on or about Sunday 3 January 2016 through to Wednesday 6 January 2016.

Due to the effect of damage to the Telstra telecommunications network by heavy rainfall, 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 Weatherzone at [www.weatherzone.com.au](http://www.weatherzone.com.au). Heavy rainfall across the Sydney Metropolitan catchment area is detailed within this site for Sunday 3 January 2016 through to Wednesday 6 January 2016; 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 10,500 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 7 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 Palm Beach following the coastline south past Sydney to Cronulla. The area turns west to Grays Point and northwest past Woronora and Kemps Creek to Mulgoa. From Mulgoa the area turns southwest to Gurnang, northwest to Blayney and northeast to Sofala. From Sofala the area heads southeast 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 6000	To	02 4739 9999	02 8633 1000	To	02 8633 9999
02 4751 0000	To	02 4759 9999	02 8700 2700	To	02 8788 9999
02 4776 0000	To	02 4780 4999	02 8799 0000	To	02 8887 8999
02 6329 3000	To	02 6339 6999	02 8899 0000	To	02 8925 9999
02 6350 0000	To	02 6368 5999	02 8962 0000	To	02 8978 8999
02 8204 0200	To	02 8204 6899	02 9030 0000	To	02 9031 9999
02 8217 1300	To	02 8306 4799	02 9111 0000	To	02 9111 9999
02 8332 1400	To	02 8399 8999	02 9144 1000	To	02 9150 9999

02 8422 0000	To	02 8448 3499	02 9181 0000	To	02 9181 5999
02 8467 3100	To	02 8467 9999	02 9200 1000	To	02 9339 9999
02 8512 2000	To	02 8543 6999	02 9351 0000	To	02 9999 8999
02 8558 0000	To	02 8596 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 **7 January 2016** to **7 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-SYDNEY AND SURROUNDING AREAS**.

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.

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