

Customer Service Advice from Telstra

Severe Weather events impact service in the Hunter District and parts of the Central Tablelands and Mid North Coast Districts of New South Wales.

As previously notified by Telstra on Tuesday 12 July 2016, Telstra's normal operations in the Hunter District and parts of the Central Tablelands and Mid North Coast Districts of New South Wales were affected by a series of severe weather events on or about Saturday 4 June through to Monday 6 June 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 21 August 2016.

Telstra has identified that the effect of these circumstances applies to an additional 3,900 services bringing the total number of services impacted to approximately 20,000 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 21 August 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 Seal Rocks then following the NSW coast southwest past Nelson Bay, Newcastle and The Entrance to Patonga. From Patonga the area heads southwest past Castlereagh to Springwood, southeast to Warragamba then west to the Jenolan Caves. The area heads north past Portland to Capertee, northwest to Hill End and south to Trunkey Creek then southwest to Reids Flat. From Reids Flat the area heads northwest to Greenethorpe, north to Yeoval then southeast to Glen Davis. The area turns north to Nullo Mountain, northeast to Upper Allyn then southeast back to Seal Rocks. All suburbs and 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 4014 5000	To	02 4015 9999	02 6340 0000	To	02 6369 9999
02 4028 4000	To	02 4040 8999	02 6390 7000	To	02 6394 9999
02 4320 0000	To	02 4399 9999	02 6570 2100	To	02 6578 9999
02 4560 1000	To	02 4588 9999	02 9456 0000	To	02 9457 9999
02 4720 6000	To	02 4739 9999	02 9472 8000	To	02 9480 0999
02 4751 0000	To	02 4759 9999	02 9652 0000	To	02 9658 8999
02 4780 0000	To	02 4787 3899	02 9847 1000	To	02 9847 1999
02 4902 1000	To	02 4999 9999	02 9985 5000	To	02 9985 8999

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 **6 June 2016** to **21 August 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 **20160606-NSW-E-C-P-HUNTER AND CENTRAL TABLELANDS**.

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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