

# Customer Service Advice from Telstra

## **Severe Weather events impact service in parts of the Illawarra and Southern Tablelands Districts of New South Wales and part of the Australian Capital Territory.**

As previously notified by Telstra on Monday 1 August 2016, Telstra's normal operations in parts of the Illawarra and Southern Tablelands Districts of New South Wales and part of the Australian Capital Territory were affected by a series of severe weather events on or about Saturday 4 June 2016 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 11 September 2016.

Telstra has identified that the effect of these circumstances applies to an additional 3,550 services bringing the total number of services impacted to approximately 25,200 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 11 September 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 Bellambi Point following the coastline south past Wollongong to Bombo. From Bombo the area turns southwest past Bungonia to Currawang, south to Tinderry then northwest to Brindebella. The area heads northeast to Murrumbateman, east to Quialigo, northeast past Oakdale to Warragamba, southeast to Leppington and northeast to Cabramatta. From Cabramatta the area turns southeast past Moorebank to Engadine, southwest to Appin and then southeast back to Bellambi Point. All suburbs and towns 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 0000	To	02 4239 7999	02 9203 3000	To	02 9203 9999
02 4251 0000	To	02 4297 9999	02 9426 0000	To	02 9426 8999
02 4620 0000	To	02 4659 9999	02 9600 0000	To	02 9618 9999
02 4677 0000	To	02 4684 9999	02 9729 5000	To	02 9734 9999
02 4860 0000	To	02 4889 9999	02 9753 6000	To	02 9753 8999
02 6119 3000	To	02 6155 9999	02 9765 0000	To	02 9765 9999
02 6200 0000	To	02 6299 9999	02 9820 0000	To	02 9829 9999
02 8738 0000	To	02 8738 9999	02 9914 0000	To	02 9914 0999
02 8777 0000	To	02 8796 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 **6 June 2016** to **11 September 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-SOUTH COAST AND SOUTHERN 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](http://www.tio.com.au)) and in the White Pages® directory.

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