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) and in the White Pages® directory.

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