

# Customer Service Advice from Telstra

## **Severe Weather events impact service in the Sydney Central Business District.**

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 Central Business District of Sydney in New South Wales on or about Saturday 4 June 2016 through to Monday 6 June 2016.

Due to the effect of damage to the Telstra telecommunications network by a low pressure system 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). Destructive winds, heavy rainfall and abnormally high tides are referred to in the BOM Severe Weather Warning issued for 4 June 2016 initially at 4:23 pm Saturday 4 June 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 250 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 26 June 2016. This date is indicative only, however, and may be subject to change once the full impact of the severe 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 Mrs Macquaries Point heading south to the Sydney Cricket Ground, west to The University of Sydney, north to Blackwattle Bay and then following Sydney Harbour clockwise back to Mrs Macquaries 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 8202 0000	To	02 8399 6999	02 9120 0000	To	02 9120 9999
02 8423 5000	To	02 8436 2299	02 9200 3000	To	02 9503 5999
02 8514 5000	To	02 8514 9799	02 9549 5600	To	02 9585 3999
02 8565 7300	To	02 8587 1899	02 9611 1000	To	02 9611 9999
02 8650 0000	To	02 8665 4999	02 9690 3900	To	02 9716 1299
02 8737 3600	To	02 8775 2999	02 9767 4300	To	02 9816 8599
02 8877 3200	To	02 8877 3299	02 9844 0000	To	02 9857 3599
02 8899 5300	To	02 8923 1899	02 9886 4500	To	02 9996 9999
02 8955 0000	To	02 8978 9799			

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 **6 June 2016** to **26 June 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 **20160606-NSW-E-C-P-SYDNEY CBD**.

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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