

Customer Service Advice from Telstra

Severe Weather events impact service in the Sydney Metropolitan District and part of the Illawarra District of New South Wales.

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 Sydney Metropolitan District and part of the Illawarra District of New South Wales on or about Wednesday 24 August 2016.

Due to the effect of a low pressure system bringing very heavy rainfall, there has been a significant increase in the number of Telstra services being reported as faulty and 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). Heavy rainfall and flash flooding are referred to in the BOM Severe Weather Warning issued for 24 August 2016 initially at 10:14 am Wednesday, 24 August 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 19,300 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 25 September 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 Palm Beach following the coastline south past Sydney and Wollongong to Bombo. From Bombo the area turns northwest to Mount Murray, north to Wilton, northwest to Cobbitty then northeast to Orchard Hills. The area continues northeast to Annangrove, east to Dural 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 4220 0000	To	02 4239 7999	02 8665 4000	To	02 8665 4899
02 4251 0000	To	02 4297 9999	02 8700 0000	To	02 8888 9999
02 4620 0000	To	02 4659 0999	02 8899 0000	To	02 8925 9999
02 8204 0200	To	02 8204 6899	02 8962 0000	To	02 8978 9999
02 8217 1300	To	02 8306 9999	02 9030 0000	To	02 9031 9999
02 8332 0000	To	02 8399 9999	02 9111 0000	To	02 9111 9999
02 8422 0000	To	02 8448 9999	02 9130 0000	To	02 9130 9999
02 8467 0000	To	02 8467 7999	02 9150 0000	To	02 9153 9999

02 8508 0000	To	02 8543 9999	02 9181 0000	To	02 9181 5999
02 8558 0000	To	02 8596 9999	02 9200 0000	To	02 9999 9999
02 8633 1000	To	02 8633 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 **29 August 2016** to **25 September 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 **20160829-NSW-E-C-P-SYDNEY AND SURROUNDING DISTRICTS**.

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) and in the White Pages® telephone directory.

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