

# Customer Service Advice from Telstra.

## **Severe Weather events impact service in parts of the Central Tablelands and Central West Slopes and Plains Districts of New South Wales.**

As previously notified by Telstra on Thursday 8 September 2016, Telstra's normal operations in parts of the Central Tablelands and Central West Slopes and Plains Districts of New South Wales were affected by a series of severe weather events on or about Friday 2 September 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 23 October 2016.

Telstra has identified that the effect of these circumstances applies to an additional 400 services bringing the total number of services impacted to approximately 1,700 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 23 October 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 are not limited to, the area starting at Albert heading southeast to Hargraves, south past Hill End and Billywillinga to Triangle Flat then southwest to Reids Flat. From Reids Flat the area turns northwest to Bland, north to Jemalong, and southwest to Tullibigeal then northeast back to Albert. 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 6340 0000	To	02 6349 9999	02 6850 0000	To	02 6869 9799
02 6360 0000	To	02 6369 9999	02 6890 1000	To	02 6898 3999
02 6390 0000	To	02 6394 9999	02 6970 8000	To	02 6972 9999
02 6816 0000	To	02 6816 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 **5 September 2016 to 23 October 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 **20160905-NSW-E-C-P-CENTRAL 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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