

# Customer Service Advice from Telstra

## **Severe Weather events impact service in the Central and Southern Tablelands Districts and parts of the North West Slopes and Plains and South West Slopes Districts 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 Central and Southern Tablelands Districts and parts of the North West Slopes and Plains and South West Slopes Districts of New South Wales on or about Friday 2 September 2016.

Due to the effect of damage to the Telstra telecommunications network by severe weather, 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). Damaging wind is referred to in the BOM Severe Weather Warning issued for 2 September 2016 initially at 4:45 pm Friday, 2 September 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 1,300 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 2 October 2016. This date is indicative only, however, and may be subject to change once the full impact of the extreme 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 are not limited to, the area starting at Running Stream heading southeast to Portland, south to Duckmaloi then southeast to Kanangra. From Kanangra the area turns southwest to Wombeyan Caves, southeast to Penrose, and south to Nerriga then west to Lake George. The area heads northwest to Murrumbateman, south to Wallaroo, west to Wee Jasper and northeast to Rye Park then northwest past Thuddungra to Bland. From Bland the area heads north to Jemalong, southwest to Tullibigeal, and northeast to Albert then southeast back to Running Stream. 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 4820 0000	To	02 4849 4999	02 6390 0000	To	02 6394 9999
02 4860 6000	To	02 4860 6999	02 6816 0000	To	02 6816 5999
02 4884 0000	To	02 4884 3999	02 6850 0000	To	02 6869 9799
02 6118 0000	To	02 6118 7999	02 6890 1000	To	02 6898 3999
02 6220 1000	To	02 6227 9799	02 6970 8000	To	02 6972 9999
02 6328 8000	To	02 6369 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 **5 September 2016** to **2 October 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 **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 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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