

# Customer Service Advice from Telstra

## **Severe Weather events impact service in parts of the Illawarra District and South Coast 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 parts of the Illawarra District and South Coast District of New South Wales on or about Thursday 16 March 2017 through to Friday 17 March 2017.

Due to the effect of damage to the Telstra telecommunications network by heavy rainfall and thunderstorms, 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 Early Warning Network at <http://www.ewn.com.au/alerts/>. Heavy rainfall and thunderstorms are referred to within this site for Thursday 16 March 2017 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 1,200 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 16 April 2017. 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 are not limited to the area starting at Kiama, following the coastline south to Wallaga Lake. From Wallaga Lake the area turns north west to Yowrie and continues north west to Jerangle. The area then heads north east to Budwang and continues north east to Nerriga. From Nerriga, the area continues north east to Kangaroo Valley before continuing north east to return to Kiama. 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 4230 2000	To	02 4236 9999	02 4441 0000	To	02 4479 9999
02 4412 3000	To	02 4429 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 17 March 2017 to 16 April 2017 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 20170317-NSW-E-C-P-ILLAWARRA AND SOUTH COAST DISTRICTS.

Copies of this notice are available on our Internet site at <http://www.telstra.com.au/consumer-advice/customer-service/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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