

# Customer Service Advice from Telstra

## **Severe Weather events impact service in Sydney Metropolitan District and parts of the Illawarra, South Coast and Central Tablelands Districts.**

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 parts of the Illawarra, South Coast and Central Tablelands Districts of New South Wales on or about Thursday 7 February 2017.

Due to the effect of damage to the Telstra telecommunications network by heavy rainfall and damaging winds, 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 in the directly affected areas, and across the Mallee district due to the need to redeploy Telstra staff to the affected areas.

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 damaging winds are referred to in the BOM Severe Weather Warning issued for Tuesday 7 February 2017 initially at 11.02am reference number (IDN65156) 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 70 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 April 2017. 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 Balranald in New South Wales, heading south east to Noorong and Tullakool. From Tullakool the area heads south west to Barham before crossing the Victorian border and heading south east to Leitchville. From Leitchville, the area heads south west to Pyramid Hill before turning north west to Macorna. From Macorna the area continue north west to Sandhill Lake and Lalbert. From Lalbert, the area continues north west to Waitchie before turning north east to Nyah and continuing north to Natya. From Natya, the area heads north east and crosses over the New South Wales border back to Balranald. 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:

03 4432 2000	<b>To</b>	03 4432 2999	03 5071 9000	<b>To</b>	03 5073 0099
03 5020 0000	<b>To</b>	03 5039 9999	03 5450 3000	<b>To</b>	03 5457 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 **20 March 2017 to 2 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 20170320-VIC-S-C-P-SWAN HILL AND SURROUNDING AREA.

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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