

Customer Service Advice from Telstra

Severe Weather events impact service in the Sydney Metropolitan District and parts of the Illawarra, Southern Tablelands, Central Tablelands, Central West Slopes & Plains and Hunter 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 Sydney Metropolitan District and parts of the Illawarra, Southern Tablelands, Central Tablelands, Central West Slopes & Plains and Hunter Districts of New South Wales on or about Tuesday 21 March 2017 through to Wednesday 22 March 2017.

Due to the effect of damage to the Telstra telecommunications network by heavy rainfall and flash flooding, 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). Heavy rainfall and flash flooding are referred to in the BOM Severe Weather Warning issued for Tuesday 21 March 2017 initially at 12.36pm 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 30,730 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 30 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 Palm Beach following the coastline south to Oak Flats. From Oak Flats, the area turns west to Albion Park and Robertson before turning south west to Penrose. From Penrose the area continues south west to Bungonia, then south east to Nerriga. From Nerriga, the area heads south west to Araluen and then to Anembo. From Anembo, the area heads west across the border into the Australian Capital Territory to Rendezvous Creek. From Rendezvous Creek, the area turns north west into New South Wales to Brindabella. From Brindabella, the area turns north to Wee Jasper and north west to Gobarralong. From Gobarralong, the area heads north east to Berremangra and Rugby. From Rugby the area heads north to Burruga and Freemantle. From Freemantle the area continues north to Hill End. From Hill End the area continues north through Hargraves, Goolma and Dunedoo. From Dunedoo the area turns north east to Coolah and then turns south east to Merriwa. From Merriwa the area turns south west to Budden and then turns south east to Glen Davis. From Glen Davis the area turns south east to Saint Albans and then Glenorie. From Glenorie the area continues south east to Berowra before turning north east to Palm Beach. 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 4220 0000	To	02 4239 7999	02 8204 0200	To	02 8204 6899
02 4251 0000	To	02 4297 9999	02 8217 1300	To	02 8306 9999
02 4560 0000	To	02 4588 9999	02 8332 0000	To	02 8399 9999
02 4620 0000	To	02 4659 0999	02 8422 0000	To	02 8448 9999
02 4677 0000	To	02 4684 9999	02 8467 0000	To	02 8467 9999
02 4720 0000	To	02 4739 9999	02 8508 0000	To	02 8543 8999
02 4751 0000	To	02 4759 9999	02 8558 0000	To	02 8596 9999
02 4773 5000	To	02 4787 9299	02 8633 1000	To	02 8633 9999
02 4820 0000	To	02 4849 4999	02 8665 4000	To	02 8665 4899
02 4860 1000	To	02 4889 9999	02 8700 0000	To	02 8888 9999
02 6118 0000	To	02 6155 9999	02 8899 0000	To	02 8925 9999
02 6200 0000	To	02 6299 7999	02 8962 0000	To	02 8978 9999
02 6328 8000	To	02 6339 9999	02 9030 0000	To	02 9031 9999
02 6350 0000	To	02 6359 3999	02 9111 0000	To	02 9111 9999
02 6370 3000	To	02 6379 6999	02 9130 0000	To	02 9130 9999
02 6521 7000	To	02 6521 7999	02 9144 1000	To	02 9153 9999
02 6532 5000	To	02 6532 5999	02 9181 0000	To	02 9181 5999
02 6548 0000	To	02 6549 8999	02 9200 0000	To	02 9999 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 **22 March 2017 to 30 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 20170322-NSW-E-C-P-SYDNEY METROPOLITAN AND SURROUNDING 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) and in the White Pages® telephone directory.

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