

12 November 2015

[REDACTED]
[REDACTED]
[REDACTED]

By email: [REDACTED]

[REDACTED]

Dear [REDACTED]

Complaint about Telstra's use of Customer Service Guarantee exemptions

Thank you for your recent five-part complaint about Telstra's use of exemptions under the *Telecommunications (Customer Service Guarantee) Standard 2011* (CSG Standard). I have now reviewed the information provided and offer the following responses to your concerns.

Firstly, I will bring the following matters you have identified to Telstra for its attention.

Public notices

1. Public notices referring to 'extreme weather conditions' must satisfy one (or more) of the 'criteria for extreme weather conditions' listed in schedule 3 of the CSG Standard.
2. Public notices referring to 'extreme weather conditions' must include the necessary evidence (section 23(1)(b) of the CSG Standard) and clarify the applicable criteria/criterion (schedule 3 of the CSG Standard).
3. Reference to the words 'extreme weather conditions' should only appear in notices where an exemption has been claimed for 'extreme weather conditions', as defined in schedule 3 of the CSG Standard.

Notice to particular customers

1. When Telstra issues a notice to a customer (section 23 of the CSG Standard), Telstra should ensure that the affected customer is correctly advised by Telstra when enquiring about whether a CSG exemption applies to their service.
2. When Telstra issues a notice to a particular customer, it must adhere to the timeframes set out in section 23(2) of the CSG Standard.

Secondly, I will also bring the above matters to the attention of the Telecommunications Industry Ombudsman.

Please note, at no stage will your name be mentioned in either of these communications.

Other matters

As you may be aware, the Department of Communications and the Arts is responsible for CSG policy and has previously consulted (in 2014) on a number of proposed deregulatory measures, including in the area of the CSG Standard.

If you wish to raise the matter of CSG policy—for example, the operation of exemptions under the CSG Standard, such as public notices—the Department of Communications and the Arts can be contacted by:

- Telephone: 1800 254 649
- Online: <https://www.communications.gov.au/who-we-are/contact-us>
- Post: Department of Communications and the Arts, GPO Box 2154, Canberra ACT 2601

Please feel free to contact [REDACTED] of the ACMA on [REDACTED] if you require any further information.

Yours sincerely

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]