

Customer Service Advice from Telstra

Delay due to severe weather events in the Australian Capital Territory and surrounding area

The Australian Capital Territory and surrounding area was impacted by severe weather on or about Friday 1 December 2017 to Saturday 2 December 2017.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 1,550 of Telstra services in the area bounded by and including, but not limited to, the area starting at Bungendore heading south to Anembo, northwest to Batlow then northeast past Brindabella to Murrumbateman then southeast back to Bungendore. All suburbs and towns serviced by Telstra within these boundaries are encompassed in this exemption.

How will this affect you?

Unfortunately your service may be affected and we may take longer than normal to fix telephone services or complete connections. Services in the area mentioned above with phone numbers in the following number ranges may have been affected:

02 6119 3000 **To** 02 6162 9099 02 6191 0000 **To** 02 6299 9999

We anticipate that the majority of services will be restored by 7 January 2018. We're sorry for any inconvenience this delay may cause but we can assure you we are working hard to get things back on track.

What else do you need to know?

Information as to the nature of these severe weather events can be sourced from the Bureau of Meteorology (BOM). Heavy rain and flash flooding are referred to in the BOM Severe Weather Warning issued for Friday 1 December 2017 initially at 4.54am reference number IDN21037; all of which were widely reported in the news media after the events.

Due to this event, we're claiming an exemption under section 21 of the *Telecommunications (Customer Service Guarantee) Standard 2011*, including an exemption from the payment of compensation between 4 December 2017 to 7 January 2018 inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities in the impacted area.

Need more information?

For any questions about your service, the CSG exemption or to ask us to reconsider whether the circumstances are a proper basis for claiming the exemption, please call anytime on 132203* for service difficulties and faults or 132200* for sales, installations and billing. When calling please quote reference number 20171204-ACT-CANBERRA AND SURROUNDING AREA. If our response doesn't satisfy you, then you may wish to contact the Telecommunications Industry Ombudsman (TIO).

Further information and 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 the Telstra number mentioned above.

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