

## Customer Service Advice from Telstra

### **Delay due to severe weather in the North West Slopes & Plains district of New South Wales**

The North West Slopes & Plains district of New South Wales was impacted by severe weather on or about Sunday 17 December 2017. This event resulted in extensive damage to Telstra's telecommunications network.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 300 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Dinoga, heading southeast to Kentucky and northeast to Castle Doyle. From here the area turns southeast to Yarrowitch, then west to Hanging Rock, then southwest to Coolah. From Coolah the area heads north to Bohena Creek and northeast back to Dinoga. 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 5712 9000	To	02 5712 9999	02 6701 0000	To	02 6701 9999
02 5732 8000	To	02 5732 8999	02 6755 0000	To	02 6795 6199
02 5775 7000	To	02 5776 9999			

We anticipate that the majority of services will be restored by 14 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 Early Warning Network at <http://www.ewn.com.au/alerts/>. Large hail, heavy rain and damaging winds are referred to within this site for Sunday 17 December 2017 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 18 December 2017 to 14 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 20171218-NSW-E-C-P-TAMWORTH 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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