

Customer Service Advice from Telstra

Delay due to fire in Tathra and part of the South Coast District of New South Wales

Tathra and part of the South Coast District of New South Wales was impacted by bushfires on or about Sunday 18 March 2018 through to Monday 19 March 2018. 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 200 Telstra services in the area bounded by and including, but not limited to, the area starting at Baronda Head in the Mimosa Rocks National Park, the area travels south following the coast line crossing Nelson Creek inlet and Bega River inlet to Turingal Head. From Turingal Head, the area travels west to Toothdale, then northeast past Buckajo to Angledale, before heading southeast past Nelson returning to Baronda Head. 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 6491 0000 **To** 02 6499 9999

We anticipate that the majority of services will be restored by 15 April 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 about current fires and incidents can be sourced from the **New South Wales Rural Fire Service** at www.rfs.nsw.gov.au. Additional information about the extent of the fire damage can be sourced from Weatherzone at www.weatherzone.com.au. This information was also 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 **19 March 2018 to 15 April 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 **20180319-NSW-E-B-P-TATHRA 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://telstra.com.au/abouttelstra/commitments/mass-service-disruption/> or you may request a copy by calling the Telstra number mentioned above.

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