

Customer Service Advice from Telstra

Delay due to severe weather events in the Hunter District and parts of the Central Tablelands and Sydney Metropolitan Districts of New South Wales.

The Hunter District and parts of the Central Tablelands and Sydney Metropolitan Districts of New South Wales were impacted by severe weather on or about Saturday 20 October 2018.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 1,800 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Crowdy Head following the NSW coast southwest past Forster, Newcastle and Gosford to Patonga. From Patonga the area continues southwest to Mount Colah, northwest to Galston, west past Londonderry to Blackheath then northeast to Mellong. The area turns northwest to Kelgoola, north to Coulsons Creek, northeast to Glenrock, and east to Elands then southeast back to Crowdy Head. All suburbs and towns, off shore islands and coastal areas 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 4014 2000	To	02 4015 6999	02 6570 5000	To	02 6579 7999
02 4028 1000	To	02 4046 9499	02 6591 3900	To	02 6592 3999
02 4088 0000	To	02 4088 7999	02 9456 0000	To	02 9457 9999
02 4322 6300	To	02 4377 9999	02 9472 2200	To	02 9480 0999
02 4560 0000	To	02 4588 9999	02 9652 0000	To	02 9658 8999
02 4902 1000	To	02 4999 9999	02 9847 1000	To	02 9847 1999
02 5594 5000	To	02 5594 6999	02 9973 8000	To	02 9973 8999
02 6520 1000	To	02 6521 5999	02 9985 5000	To	02 9985 8999
02 6537 1000	To	02 6559 1299			

We anticipate that the majority of services will be restored by 11 November 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 rainfall are referred to in the BOM Severe Weather Warning issued for 20 October 2018 initially at 5:51 pm Saturday, 20 October 2018, reference number IDN21035; 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 **22 October 2018** to **11 November 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 **20181022-NSW-E-C-P-HUNTER AND SURROUNDING DISTRICTS**. 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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