

Customer Service Advice from Telstra

Delay due to severe weather in the Snowy Mountains and South Coast Districts of New South Wales.

As previously notified by Telstra on 20 December 2018, the Snowy Mountains and South Coast Districts of New South Wales were impacted by severe weather on or about Thursday 13 December 2018 through to Sunday 16 December 2018. This event resulted in extensive damage to Telstra's telecommunications network. Due to the extent of damage to the Telstra network, the impact in the affected region has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has now been extended to 10 February 2019.

The effect of these circumstances applies to an additional 250 services bringing the total number of services impacted to approximately 750 services. This number may increase as Telstra assesses the full effect of the severe weather conditions. Based on current information, the resumption date of normal service operations is expected to be 10 February 2019. This date is indicative only; Telstra customers should anticipate that some further delays may occur.

Telstra services encompassed in this exemption are in the area bounded by and including, but are not limited to the area starting Wallaga Lake Heights following the New South Wales coastline south to the Victorian border at Cape Howe and following the NSW/VIC border northwest to the Monaro Highway (B23). The area turns southwest into Victoria to Chandlers Creek, northwest to Bonang then north back to the state borders and continues to follow the state borders to Tom Groggin. From Tom Groggin the area heads west to Lake Dartmouth, northwest to Thologolong, and northeast to Tumbarumba then southeast to Shannons Flat. The area turns northeast to Jerangle, southeast past Belowra to Wandella, east to Tilba Tilba then southeast back to the coast at Wallaga Lake Heights. All suburbs, 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 6029 2400	To	02 6037 9999	02 6491 0000	To	02 6499 9999
02 6050 0000	To	02 6050 8999	02 6940 0000	To	02 6948 5999
02 6070 0000	To	02 6077 9999	02 6982 2000	To	02 6982 6999
02 6448 0000	To	02 6459 9999			

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 the severe weather events, which included heavy rainfall which occurred in the affected regions can be sourced from the Bureau of Meteorology (BOM). The BOM issued Severe Weather Warnings regarding these events commencing from on or about Thursday 13 December 2018 through to Sunday 16 December 2018. Additionally these unusually severe weather events have been widely reported by most of the news media.

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 **14 December 2018** to **10 February 2019** 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 **20181214-NSW-S-C-P-SNOWY AND SOUTH COAST 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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