

Customer Service Advice from Telstra

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

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.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 500 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at 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 anticipate that the majority of services will be restored by 20 January 2019. 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 is referred to in the BOM Severe Weather Warning issued for 13 December 2018 initially at 12:08 pm Thursday, 13 December 2018, 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 **14 December 2018 to 20 January 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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