

# Customer Service Advice from Telstra

## **Delay due to severe weather in parts of the Central Tablelands District of New South Wales.**

As previously notified by Telstra on 22 December 2018, parts of the Central Tablelands District of New South Wales were impacted by severe weather on or about Thursday 13 December 2018 through Friday 14 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 800 services bringing the total number of services impacted to approximately 2,300 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 at Glen Davis heading southeast to Wentworth Falls, northeast to Winmalee then south past Glenbrook to Warragamba. From Warragamba the area turns southwest to Porters Retreat, northwest to Mount McDonald, and southeast to Reids Flat then northwest to Greenthorpe. The area heads north to Baldry then southeast past Hill End back to Glen Davis. 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 4720 1400	<b>To</b>	02 4739 9999	02 6328 8000	<b>To</b>	02 6376 1299
02 4751 0000	<b>To</b>	02 4759 9999	02 6390 0000	<b>To</b>	02 6394 9999
02 4777 7000	<b>To</b>	02 4787 3899	02 6853 7200	<b>To</b>	02 6859 5299
02 5318 8000	<b>To</b>	02 5318 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 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 Thursday 13 December 2018 through Friday 14 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 **17 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 **20181217-NSW-E-C-P-CENTRAL TABLELANDS**. 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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