

# Customer Service Advice from Telstra

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

Parts of the Central Tablelands District of New South Wales was 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.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 1,500 Telstra services are impacted in the area bounded by and including, but 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	To	02 4739 9999	02 6328 8000	To	02 6376 1299
02 4751 0000	To	02 4759 9999	02 6390 0000	To	02 6394 9999
02 4777 7000	To	02 4787 3899	02 6853 7200	To	02 6859 5299
02 5318 8000	To	02 5318 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 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; 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 **17 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 **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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