

Customer Service Advice from Telstra

Delay due to severe weather events in parts of the Northern Tablelands and North West Slopes and Plains of New South Wales

Parts of the Northern Tablelands and North West Slopes and Plains of New South Wales were impacted by severe weather on or about Saturday 15 December 2018 through to Monday 17 December 2018.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 650 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Newton Boyd heading southeast to Tyringham, south to Brinerville and southwest to Winterbourne then southeast to Banda Banda. From Banda Banda the area turns southwest to Glenrock, west to Millers Creek, northwest past Premer to Rocky Glen. The area turns northeast past Baan Baa to Bingara, southeast to Tingha then northeast back to Newton Boyd. 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 5712 9000	To	02 5712 9999	02 5794 6000	To	02 5794 6999
02 5732 8000	To	02 5732 8999	02 6701 0000	To	02 6701 9999
02 5775 0000	To	02 5776 9999	02 6729 5100	To	02 6795 6199

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 and destructive winds are referred to in the BOM Severe Weather Warning issued for 15 December 2018 initially at 4:11pm, Saturday 15 December 2018, reference number IDN21033; 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-TAMWORTH 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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