

# Customer Service Advice from Telstra

## **Service Disruptions and Delays due to damage in the Tumut Exchange.**

A number of Telstra services across Tumut and surrounding areas have been impacted as a result of damage caused by a third party, on or about Friday 6 December 2019.

Due to the scale of damage to Telstra's telecommunications network, there has been a significant increase in the number of Telstra services being reported as faulty. As a result, there has been some disruption to service and delays to normal installation and repair activities.

As a result of the circumstances described above, there has been an interruption to Telstra's normal operations leading to delays in installation and repair activities. As many as 250 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Argalong travelling southwest to Talbingo, northwest to Batlow then southwest to Lower Bago. At Lower Bago the area turns northwest to Tarcutta, then northeast past Mount Adrah to Brungle, and travels southeast returning to Argalong. 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 6941 1000      **To**    02 6947 9999                      02 6981 1000                      **To**    02 6982 8999

We anticipate that the majority of services will be restored by 5 January 2020. We are sorry for any inconvenience this delay may cause and assure you we are working hard to get things back on track.

### **What else do you need to know?**

Due to this event, we are claiming an exemption under section 21 of the *Telecommunications (Customer Service Guarantee) Standard 2011*, including an exemption from the payment of compensation between **11 December 2019** to **5 January 2020** inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities.

### **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 **20191212-NSW-S-F-P-TUMUT**. 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://telstra.com.au/abouttelstra/commitments/mass-service-disruption/> or you may request a copy by calling the Telstra number mentioned above.

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