

# Customer Service Advice from Telstra

## **Delay due to fire in parts of the Hawkesbury region and Hunter and Central Tablelands Districts of New South Wales.**

Parts of the Hawkesbury region and Hunter and Central Tablelands Districts of New South Wales were impacted by bushfires during November 2019 through to December 2019 and are ongoing to date. These events resulted in extensive damage to Telstra's telecommunications network. In some cases, unsafe conditions and road closures are preventing us from reaching these locations but we will attend as soon as these areas are deemed safe.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 200 Telstra services are impacted in the areas bounded by and including, but not limited to, the area starting at Belford, the area travels south to Paxton then turns southeast to Cooranbong, southwest to Kulnar, northwest to Perrys Crossing and south to Wisemans Ferry. At Wisemans Ferry the area continues southwest past Wheeny Creek, Grose Vale, Wentworth Falls to Gingkin. At Gingkin the area turns northeast to Clarence, north to Wolgan Valley, northeast to Mellong and travels north along Putty Road to Milbrodale, and east back to Belford, and the area starting at Capertee, heading southwest to Yetholme, northwest to Peel, northeast to Sofala before heading southeast returning to Capertee. 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 4560 0000	To	02 4588 5399	02 4998 3000	To	02 4998 9999
02 4756 0000	To	02 4756 9999	02 6329 1000	To	02 6338 0499
02 4780 9000	To	02 4787 9999	02 6520 0000	To	02 6520 0999
02 4939 6000	To	02 4939 6999	02 6570 4000	To	02 6579 9999

We anticipate that the majority of services will be restored by 19 January 2020. 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 about current fires and incidents can be sourced from the NSW Rural Fire Service at <https://www.rfs.nsw.gov.au/>. Additional information about the nature of these events can be sourced from Early Warning Network at <http://www.ewn.com.au/alerts/>. This information was also 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 **16 December 2019 to 19 January 2020** 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 **20191216-NSW-E-B-P-NEW SOUTH WALES BUSHFIRES**. 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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