

# Customer Service Advice from Telstra

## **Delay due to fire in parts of the Central Tablelands, Hunter, Illawarra, South Coast and Southern Tablelands Districts of New South Wales.**

As previously notified by Telstra on Wednesday 8 January 2020, Telstra's normal operations in parts of the Central Tablelands, Hunter, Illawarra, South Coast and Southern Tablelands Districts of New South Wales were affected by bushfires between November 2019 and January 2020. Due to the extent of damage to the Telstra network, the impact in the affected region has been greater than initially estimated, and in some cases, unsafe conditions and road closures are continuing to prevent us from restoration in affected locations. As a consequence of these events, the expected recovery date has now been extended to 1 March 2020.

The effect of these circumstances applies to an additional 800 services bringing the total number of services impacted to approximately 2,200 services. This number may increase as Telstra assesses the full effect of these bushfires. Based on current information, the resumption date of normal service operations is expected to be 1 March 2020. This date is indicative only; Telstra customers should anticipate that some further delays may occur.

Telstra services in two regions of NSW are affected by these bushfires where the first area includes parts of the Hunter and Central Tablelands Districts encompassed by the following description. The area bounded by and including, but not limited to, the area starting at Singleton heading southeast past Paxton to Dooralong turning southwest to Calga. From Calga the area turns northwest to Upper MacDonald, west to Paling Yards then northeast to Ilford. The area heads east to Putty then northeast back to Singleton.

The second area affected includes parts of the Illawarra, South Coast and Southern Tablelands Districts. The area bounded by and including, but not limited to, the area starting at Callala Bay heading south and following the coastline past Ulladulla and Batemans Bay to Wallaga Lake then turning northwest to Ballalaba. From Ballalaba the area turns northeast past Windellama to Brayton, east to Fitzroy Falls then southeast back to Callala Bay. All suburbs and towns, off shore islands and coastal areas 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 4323 3100	<b>To</b>	02 4323 3199	02 4861 7100	<b>To</b>	02 4861 7399
02 4373 0000	<b>To</b>	02 4375 1199	02 4884 1200	<b>To</b>	02 4889 9999
02 4412 3000	<b>To</b>	02 4429 9999	02 4939 6000	<b>To</b>	02 4939 6999
02 4441 0000	<b>To</b>	02 4479 9999	02 4998 3000	<b>To</b>	02 4998 9999
02 4640 0000	<b>To</b>	02 4640 0199	02 6357 1000	<b>To</b>	02 6358 9999
02 4653 0000	<b>To</b>	02 4659 9999	02 6520 0000	<b>To</b>	02 6520 0999
02 4680 0000	<b>To</b>	02 4684 9999	02 6547 5000	<b>To</b>	02 6549 4999
02 4825 8000	<b>To</b>	02 4828 3999	02 6570 4000	<b>To</b>	02 6579 9999
02 4842 2700	<b>To</b>	02 4846 4999			

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?**

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 **2 January 2020** to **1 March 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 **20200102-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://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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