

# Customer Service Advice from Telstra

## **Delay due to severe weather events in parts of the Central Tablelands and Central West Slopes and Plains Districts of New South Wales.**

Parts of the Central Tablelands and Central West Slopes and Plains Districts of New South Wales were impacted by severe weather on or about Sunday 16 February 2020 through to Monday 17 February 2020.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 350 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Ginghet Nature Reserve heading southeast to Ghoolendaadi, south to Tambar Springs, and southeast to Coulsons Creek then south past Widden to Wollemi. From Wollemi the area turns southwest to Wolgan Valley then northwest past Tomingley to Albert. The area heads northeast to Merrigal, northwest to Girilambone then northeast back to the Ginghet Nature Reserve. 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 5852 1000	To	02 5852 1999	02 6532 5000	To	02 6532 5999
02 5881 3000	To	02 5881 9999	02 6548 0000	To	02 6549 8999
02 6305 0000	To	02 6305 3999	02 6801 0000	To	02 6849 9999
02 6357 0000	To	02 6358 8699	02 6862 1700	To	02 6869 6999
02 6370 0000	To	02 6379 9999	02 6880 0000	To	02 6898 1299
02 6521 7000	To	02 6521 7999			

We anticipate that the majority of services will be restored by 22 March 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 as to the nature of these severe weather events can be sourced from the Bureau of Meteorology (BOM). Heavy rainfall, damaging winds and large hailstones are referred to in the BOM Severe Weather Warning issued for 16 February 2020 initially at 1:49 pm Sunday, 16 February 2020, 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 **19 February 2020 to 22 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 **20200219-NSW-E-C-P-CENTRAL WEST NSW**. 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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