Customer Service Advice from Telstra

Delay due to extreme weather events in the South Coast District and parts of the Snowy Mountains District of New South Wales.

As previously notified by Telstra on Monday 29 March 2021 and again Tuesday 20 April 2021, the South Coast District and parts of the Snowy Mountains District of New South Wales were impacted by extreme weather on or about Saturday 20 March 2021 through Tuesday 23 March 2021. This event resulted in extensive damage to Telstra's telecommunications network. Due to the extent of damage to the Telstra network, the impact in the affected region has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has now been extended to 16 May 2021.

The effect of these circumstances applies to an additional 100 services bringing the total number of services impacted to approximately 850 services. This number may increase as Telstra assesses the full effect of the extreme weather conditions. Based on current information, the resumption date of normal service operations is expected to be 16 May 2021. This date is indicative only; Telstra customers should anticipate that some further delays may occur.

Telstra services encompassed in this exemption are in the area bounded by and including, but are not limited to the area starting at Murunna Point following the coastline south past Eden to the NSW/VIC border and continues following the border westerly to the Princes Hwy (A1). The area turns northwest past Cathcart to Steeple Flat, north to Numeralla, then southeast past Wandella back to Murunna Point. All suburbs and towns, off shore islands and coastal areas serviced by Telstra within these boundaries are encompassed.

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 6491 0000 **To** 02 6499 9999

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 the extreme weather events, which included damaging winds and heavy rainfall which occurred in the affected regions can be sourced from the Bureau of Meteorology (BOM). The BOM issued Severe Weather Warnings regarding these events commencing from on or about Saturday 20 March 2021 through Tuesday 23 March 2021. Additionally these unusually severe weather events have been widely reported by most of the news media.

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 **23 March 2021** to **16 May 2021** 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 **20210323-NSW-E-C-P-SOUTH COAST 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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