

Customer Service Advice from Telstra

Delay due to Northwest Slopes and Plains, and Central West Slopes and Plains Districts and parts of the Central Tablelands, Lower Western and Upper Western Districts of New South Wales.

As previously notified by Telstra on Thursday 2 December 2021, the Northwest Slopes and Plains, and Central West Slopes and Plains Districts and parts of the Central Tablelands, Lower Western and Upper Western Districts of New South Wales were impacted by severe weather on or about Wednesday 24 November 2021 through to Monday 29 November 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 30 January 2022.

The effect of these circumstances applies to an additional 450 services bringing the total number of services impacted to approximately 900 services. This number may increase as Telstra assesses the full effect of the severe weather conditions. Based on current information, the resumption date of normal service operations is expected to be 30 January 2022. 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 White Cliffs and heading north to the NSW/QLD border and following the border easterly past Mungindi and Boggabilla to the Yellowbank Reserve then turns south to Banoon. From Banoon the area turns southwest to Willala, south to Tambar Springs, southwest to Yarrabin, and southeast to Bogee then south to Kanangra. The area heads southwest to Phils Creek, northwest to Barmedman, north to Lake Cowal, west to Naradhan then northwest back to White Cliffs. All suburbs and towns 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 5318 8000	To	02 5318 9999	02 6390 0000	To	02 6394 9999
02 5794 4000	To	02 5794 5999	02 6705 0000	To	02 6705 9999
02 5815 9000	To	02 5834 9999	02 6724 7000	To	02 6729 7999
02 5852 0000	To	02 5857 9999	02 6746 1200	To	02 6759 9999
02 5881 0000	To	02 5881 9999	02 6780 4000	To	02 6898 6999
02 5970 0000	To	02 5970 0999	02 6970 8000	To	02 6972 9999
02 6328 8000	To	02 6376 1299	07 4676 3000	To	07 4677 2999

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 severe 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 Wednesday 24 November 2021 through to Monday 29

November 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 **29 November 2021** to **30 January 2022** 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 **20211129-NSW-E-C-P-CENTRAL AND WESTERN 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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