

Customer Service Advice from Telstra

Delay due to severe weather events in the Southern Tablelands, South West Slopes Districts and Australian Capital Territory District and parts of the Illawarra, Riverina and Central Tablelands Districts of New South Wales.

The Southern Tablelands, South West Slopes Districts and Australian Capital Territory District and parts of the Illawarra, Riverina and Central Tablelands Districts of New South Wales were impacted by severe weather on or about Saturday 18 December 2021 through Sunday 19 December 2021.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 600 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Penrose heading southwest past Nerriga to Deua River Valley, west to Neringla then southwest to Jinden. From Jinden the area turns northwest to Tantangara, southwest to Munderoo, west to Lowesdale then northeast past Lockhart, Gidginbung to Quandialla. The area heads east to Hovells Creek, northeast to Curragh, east to Kanangra then southeast past Bullio back to Penrose. 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 4820 0000	To	02 4849 9999	02 6118 0000	To	02 6162 9099
02 5924 4000	To	02 5943 3999	02 6191 0000	To	02 6299 9999
02 5963 3000	To	02 5971 9999	02 6380 0000	To	02 6391 6999
02 6023 2800	To	02 6052 7999	02 6920 0000	To	02 6949 5999
02 6065 1000	To	02 6065 5999	02 6971 0000	To	02 6983 4999

We anticipate that the majority of services will be restored by 23 January 2022. 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). Damaging winds and large hailstones are referred to in the BOM Severe Weather Warning issued for 18 December 2021 initially at 6:14 pm Saturday, 18 December 2021, 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 **20 December 2021 to 23 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 **20211220-NSW-E-C-P-SOUTHERN TABLELANDS 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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