

# Customer Service Advice from Telstra

## **Delay due to severe weather events in the South Coast and Snowy Mountains Districts and parts of the Southern Tablelands and Illawarra Districts of New South Wales.**

As previously notified by Telstra on Tuesday 22 February 2022, the South Coast and Snowy Mountains Districts and parts of the Southern Tablelands and Illawarra Districts of New South Wales were impacted by severe weather on or about Friday 14 January 2022 through to Saturday 15 January 2022. 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 10 April 2022.

The effect of these circumstances applies to an additional 250 services bringing the total number of services impacted to approximately 2,450 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 10 April 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 is not limited to, the area starting at Werri Beach following the coastline south past Jervis Bay, Ulladulla and Bermagui to the NSW/VIC border and continues following the NSW/VIC border westerly to Murray Gorge then northeast to Yarrangobilly. From Yarrangobilly the areas heads east to Jerrabattgulla, northeast to Bungonia, east to Tolwong, and north to Wingello then east back to Werri Beach. All suburbs and towns, offshore 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 4234 0000 | To | 02 4234 9999 | 02 4845 9000 | To | 02 4845 9999 |
| 02 4412 3000 | To | 02 4429 9999 | 02 6448 0000 | To | 02 6459 9999 |
| 02 4441 0000 | To | 02 4479 9999 | 02 6491 0000 | To | 02 6499 9999 |
| 02 4825 8000 | To | 02 4828 3999 |              |    |              |

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 heavy rainfall, damaging winds and large hailstones 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 Friday 14 January 2022 through to Saturday 15 January 2022. 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 **17 January 2022** to **10 April 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 **20220117-NSW-E-C-P-SOUTHERN 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.

® Registered Trade Mark of Telstra Corporation Limited.