Customer Service Advice from Telstra

Delay due to severe weather events in parts of the Sydney Metropolitan, Hunter and Central Tablelands Districts of New South Wales.

Parts of the Sydney Metropolitan, Hunter and Central Tablelands Districts of New South Wales were impacted by severe weather on or about Tuesday 1 March 2022 through to Thursday 3 March 2022.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 300 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Wirraba heading east to Bucketty, southeast to Kulnara, south to Mount White then southwest to Kenthurst. From Kenthurst the area turns west to Londonderry, northwest to Mount Tomah then northeast back to Wirraba. 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 4560 0000	**To**	02 4588 9999	02 9652 0000	**To**	02 9652 9999

We anticipate that the majority of services will be restored by 3 April 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). Heavy rainfall and damaging winds are referred to in the BOM Severe Weather Warning issued for 1 March 2022 initially at 4:53 pm Tuesday, 1 March 2022, reference number IDN21038; 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 **3 March 2022** to **3 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 **20220303-NSW-E-C-P-HAWKESBURY AND SURROUNDING AREA**. 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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