

# Customer Service Advice from Telstra

## **Delay due to severe weather events in the North West Slopes & Plains, and Central West Slopes & Plains Districts and parts of the Central Tablelands and Upper Western Districts of New South Wales.**

The North West Slopes & Plains, and Central West Slopes & Plains Districts and parts of the Central Tablelands and Upper Western Districts of New South Wales were impacted by severe weather on or about Monday 21 February 2022 through to Tuesday 22 February 2022.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 550 Telstra services are impacted in the area bounded by and including, but 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 heads southeast to Wongo Creek, southwest to Goolhi then southeast to Bunnan. The area turns southwest to Kerrabee, south to Glen Davis, southwest to Portland then south to Duckmaloi. From Duckmaloi the area heads southeast to Gurnang, northwest to Roseberg, and south to Reids Flat then northwest to Greenthorpe. The area turns north to Baldry, northwest to Albert, west to Kulwin 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 6521 7000	To	02 6521 7999
02 5794 4000	To	02 5794 5999	02 6532 5000	To	02 6532 5999
02 5815 9000	To	02 5834 9999	02 6548 0000	To	02 6549 8999
02 5852 0000	To	02 5857 9999	02 6705 0000	To	02 6705 9999
02 5881 0000	To	02 5881 9999	02 6724 7000	To	02 6729 7999
02 6305 0000	To	02 6305 3999	02 6746 1200	To	02 6759 9999
02 6328 8000	To	02 6379 9999	02 6780 4000	To	02 6898 1299
02 6390 0000	To	02 6394 9999	07 4676 3000	To	07 4677 2999

We anticipate that the majority of services will be restored by 27 March 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, large hailstones and heavy rainfall are referred to in the BOM Severe Weather Warning issued for 21 February 2022 initially at 2:14 am Monday, 21 February 2022, 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 **22 February 2022 to 27 March**

**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 **20220222-NSW-E-C-P-CENTRAL WEST 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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