

# Customer Service Advice from Telstra

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

As previously notified by Telstra on Tuesday 12 October 2021, the Central Tablelands District and parts of the Southern Tablelands, South West Slopes, and Central West Slopes & Plains Districts of New South Wales were impacted by severe weather on or about Thursday 30 September 2021 through to Friday 1 October 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 28 November 2021.

The effect of these circumstances applies to an additional 350 services bringing the total number of services impacted to approximately 800 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 28 November 2021. 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 Box Ridge heading southeast to Bunnan, southwest to Newnes, west to Ben Bullen, and south to Mount Werong then southeast past Wombeyan Caves to Wingello. From Wingello the area turns southwest to Oallen, west to Springrange, southwest to Brindabella, northwest to Gobarralong, and northeast to Reids Flat then northwest to Greenethorpe. The area heads north to Baldry, east to Farnham, north to Mollyan then northeast back to Box Ridge. All suburbs and towns by Telstra within these boundaries are encompassed in this exemption.

### **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 6390 0000	To	02 6394 9999
02 5318 8000	To	02 5318 9999	02 6521 7000	To	02 6521 7999
02 6118 0000	To	02 6118 7999	02 6532 5000	To	02 6532 5999
02 6152 6000	To	02 6152 7999	02 6548 0000	To	02 6549 8999
02 6220 1000	To	02 6227 9999	02 6826 0000	To	02 6826 0999
02 6305 0000	To	02 6305 3999	02 6844 6000	To	02 6859 5299
02 6328 8000	To	02 6379 9999	02 6886 3000	To	02 6886 4999

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, large hailstones 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 Thursday 30 September 2021 through to Friday 1 October 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 **1 October 2021** to **28 November 2021** 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 **20211001-NSW-E-C-P-CENTRAL 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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