

Customer Service Advice from Telstra

Delay due to Northwest Slopes and Plains, and Central West Slopes and Plains Districts and parts of the Central Tablelands, Lower Western and Upper Western Districts of New South Wales.

As previously notified by Telstra on Tuesday 28 December 2021, the Northwest Slopes and Plains, and Central West Slopes and Plains Districts and parts of the Central Tablelands, Lower Western and Upper Western Districts of New South Wales were impacted by severe weather on or about Wednesday 24 November 2021 through to Monday 29 November 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 27 February 2022.

The effect of these circumstances applies to an additional 400 services bringing the total number of services impacted to approximately 1,300 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 27 February 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 are 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 turns southwest to Willala, south to Tambar Springs, southwest to Yarrabin, and southeast to Bogee then south to Kanangra. The area heads southwest to Phils Creek, northwest to Barmedman, north to Lake Cowal, west to Naradhan 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 6390 0000 | To | 02 6394 9999 |
| 02 5794 4000 | To | 02 5794 5999 | 02 6705 0000 | To | 02 6705 9999 |
| 02 5815 9000 | To | 02 5834 9999 | 02 6724 7000 | To | 02 6729 7999 |
| 02 5852 0000 | To | 02 5857 9999 | 02 6746 1200 | To | 02 6759 9999 |
| 02 5881 0000 | To | 02 5881 9999 | 02 6780 4000 | To | 02 6898 6999 |
| 02 5970 0000 | To | 02 5970 0999 | 02 6970 8000 | To | 02 6972 9999 |
| 02 6328 8000 | To | 02 6376 1299 | 07 4676 3000 | To | 07 4677 2999 |

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 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 Wednesday 24 November 2021 through to Monday 29 November 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 **29 November 2021** to **27 February 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 **20211129-NSW-E-C-P-CENTRAL AND WESTERN 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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