

Customer Service Advice from Telstra

Delay due to extreme weather events in the South Coast District and parts of the Snowy Mountains, Southern Tablelands and Illawarra Districts of New South Wales.

The South Coast District and parts of the Snowy Mountains, Southern Tablelands and Illawarra Districts of New South Wales were impacted by extreme weather on or about Saturday 20 March 2021 through Tuesday 23 March 2021.

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 Werri Beach following the coastline south past Jervis Bay and Ulladulla to the NSW/VIC border and continues following the border westerly to the Princes Hwy (A1). The area turns northwest past Cathcart to Steeple Flat, north to Jerangle, and northeast to Windellama then north to the Wombeyan Caves. From the Wombeyan Caves the area heads northeast past the Burragorang Lookout to Werombi then southeast to Kentlyn. The area turns southwest to Wedderburn, south to Cordeaux, southwest to Mount Murray then southeast back to Werri Beach. All suburbs and towns, off shore 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 4825 8000	To	02 4828 3999
02 4412 3000	To	02 4429 9999	02 4845 9000	To	02 4845 9999
02 4441 0000	To	02 4479 9999	02 4860 0000	To	02 4889 9999
02 4620 0000	To	02 4659 9999	02 6491 0000	To	02 6499 9999
02 4677 0000	To	02 4684 9999			

We anticipate that the majority of services will be restored by 18 April 2021. 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 extreme weather events can be sourced from the Bureau of Meteorology (BOM). Damaging winds and heavy rainfall are referred to in the BOM Severe Weather Warning issued for 20 March 2021 initially at 2:12 am Saturday, 20 March 2021, reference number IDN21037; 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 **23 March 2021 to 18 April 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 **20210323-NSW-E-C-P-SOUTH COAST 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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