

Customer Service Advice from Telstra

Delay due to severe weather events in the parts of the North West Slopes and Plains and Northern Tablelands districts of New South Wales.

Parts of the North West Slopes and Plains and Northern Tablelands districts of New South Wales were impacted by severe weather on or about Thursday 2 January 2020.

As a result, an interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 200 Telstra services encompassed in this exemption are in the area bounded by and including, but is not limited to, the area starting at Nymboida and heads southwest to Bostobrik and Comara, then south to Elands. At Elands the area turns southwest to Mernot, northwest past Wallabadah to Kelvin then northeast to Wongo Creek, northwest to Eulah Creek, and northeast past Caroda to Bingara. At Bingara, the area turns southeast to Bundarra then northeast past Elsmore to Glen Innes and turning southeast returning to Nymboida. All suburbs and towns serviced 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 5775 2000	To	02 5775 9999	02 6729 5100	To	02 6738 9999
02 6701 0000	To	02 6701 6999	02 6755 0000	To	02 6792 4899

We anticipate that the majority of services will be restored by 26 January 2020. 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). Large hailstones, heavy rainfall and damaging winds are referred to in the BOM Severe Weather Warning issued for 2 January 2020 initially at 1:48 pm Thursday, 2 January 2020, reference number IDQ21033.

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 **6 January 2020 to 26 January 2020** 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 **20200106-NSW-E-C-P-NORTHERN TABLELANDS AND SURROUNDING AREAS**. 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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