

Customer Service Advice from Telstra

Delay due to extreme weather in Sydney Metropolitan and Illawarra Districts and parts of the South Coast, Central Tablelands and Hunter Districts of New South Wales.

As previously notified by Telstra on 14 February 2020, the Sydney Metropolitan and Illawarra Districts and parts of the South Coast, Central Tablelands and Hunter Districts of New South Wales were impacted by extreme weather on or about Friday 7 February 2020 through to Monday 10 February 2020. 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 3 May 2020.

The effect of these circumstances applies to an additional 15,000 services bringing the total number of services impacted to approximately 45,000 services. This number may increase as Telstra assesses the full effect of the extreme weather conditions. Based on current information, the resumption date of normal service operations is expected to be 3 May 2020. 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 Seal Rocks following the NSW coast southwest past Newcastle, Sydney, Wollongong and Batemans Bay to Wallaga Lake then turning west to Kybegan. From Kybegan the area heads northeast to Tallong, northwest to Wombeyan Caves, north to Jenolan and northwest to Palmers Oaky. The area turns east to Glen Davis, northwest to Cassilis, northeast to Ellerston and southeast to Salisbury. From Salisbury the area heads east to Wards River then southeast back to Seal Rocks. All suburbs and towns, including Metropolitan Sydney, off shore islands and coastal areas 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 4014 0000	To	02 4015 9999	02 6570 0000	To	02 6579 9999
02 4028 0000	To	02 4052 7999	02 8044 5000	To	02 8044 9999
02 4088 0000	To	02 4088 7999	02 8202 0000	To	02 8204 9999
02 4220 0000	To	02 4297 9999	02 8217 0000	To	02 8312 9999
02 4321 0000	To	02 4399 9999	02 8332 0000	To	02 8399 9999
02 4412 3000	To	02 4429 9999	02 8422 0000	To	02 8448 9999
02 4441 0000	To	02 4479 9999	02 8467 0000	To	02 8467 9999
02 4560 0000	To	02 4588 9999	02 8495 0000	To	02 8495 9999
02 4620 0000	To	02 4659 9999	02 8508 0000	To	02 8543 9999
02 4677 0000	To	02 4684 9999	02 8558 0000	To	02 8596 9999
02 4720 0000	To	02 4739 9999	02 8633 1000	To	02 8633 9999
02 4751 0000	To	02 4759 9999	02 8650 0000	To	02 8650 9999
02 4773 0000	To	02 4788 9999	02 8664 7000	To	02 8670 9999
02 4825 8000	To	02 4828 3999	02 8700 0000	To	02 8925 9999

02 4845 9000	To	02 4845 9999	02 8955 0000	To	02 8980 9999
02 4860 0000	To	02 4889 9999	02 9019 0000	To	02 9020 6099
02 4902 0000	To	02 4999 9999	02 9031 0000	To	02 9031 9999
02 5593 8000	To	02 5594 5999	02 9105 0000	To	02 9130 9999
02 6350 0000	To	02 6359 4999	02 9144 0000	To	02 9153 9999
02 6493 7100	To	02 6493 7399	02 9181 0000	To	02 9181 9999
02 6520 0000	To	02 6526 9999	02 9200 0000	To	02 9999 9999
02 6540 0000	To	02 6549 9999			

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 extreme weather events, which included torrential rainfall and damaging winds 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 Friday 7 February 2020 through to Monday 10 February 2020. Additionally these unusually extreme 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 **10 February 2020 to 3 May 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 **20200210-NSW-E-C-P-SYDNEY 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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