

Customer Service Advice from Telstra

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

As previously notified by Telstra on Wednesday 9 December 2020, the Northern Tablelands and parts of the Mid North Coast and North West Slopes and Plains Districts of New South Wales were impacted by severe weather on or about Tuesday 1 December 2020 through to Saturday 5 December 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 31 January 2021.

The effect of these circumstances applies to an additional 200 services bringing the total number of services impacted to approximately 2,600 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 31 January 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 Tulloona heading north to the NSW/QLD border and following the border easterly past Texas to Dumaresq Valley. From Dumaresq Valley the area heads southwest to Cangai, south past Comara to Elands and southwest to Millers Creek. The area turns west to Weetaliba, northeast to Gravesend then northwest back to Tulloona. 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 0000	To	02 5776 8999	02 6720 0000	To	02 6795 6199
02 5794 6000	To	02 5794 6999	07 4653 1200	To	07 4653 9999
02 6701 1000	To	02 6701 8999	07 4671 1200	To	07 4676 6999

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 Tuesday 1 December 2020 through to Saturday 5 December 2020. 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 **3 December 2020 to 31 January**

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 **20201203-NSW-E-C-P-NORTH EASTERN 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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