

Customer Service Advice from Telstra

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

Parts of the Hunter, North West Slopes and Plains, Mid North Coast, and Northern Tablelands Districts of New South Wales were impacted by severe weather on or about Monday 8 March 2021 through to Tuesday 9 March 2021.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 650 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at One Ton Post heading north to the NSW/QLD border and following the border easterly past Mungindi and Boggabilla to Twin Rivers then south to Yetman. From Yetman the area turns southwest to Bingara, southeast to Camerons Creek, northeast to Furracabad, and east to Newton Boyd then southeast to Deer Vale. The area heads south to Banda Banda, southwest to Rawdon Vale, south past Wallarobba to Brandy Hill, and southwest to Bucketty then northwest to Wollemi. From Wollemi the area heads north to Kars Springs, northwest to Box Ridge, northeast to Rocky Glen, and northwest to Pilliga then north back to One Ton Post. 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 4015 0000	To	02 4015 9999	02 5775 0000	To	02 5776 9999
02 4035 8000	To	02 4052 7999	02 5794 4000	To	02 5794 6999
02 4909 0000	To	02 4909 9999	02 6520 0000	To	02 6526 9999
02 4930 0000	To	02 4939 9999	02 6540 0000	To	02 6549 9999
02 4990 0000	To	02 4999 6999	02 6570 0000	To	02 6579 9999
02 5593 8000	To	02 5594 5999	02 6701 0000	To	02 6705 9999
02 5712 9000	To	02 5712 9999	02 6724 7000	To	02 6799 9999
02 5732 8000	To	02 5732 8999	07 4676 3000	To	07 4677 2999

We anticipate that the majority of services will be restored by 11 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 severe weather events can be sourced from the Bureau of Meteorology (BOM). Damaging winds, large hailstones and heavy rainfall are referred to in the BOM Severe Weather Warning issued for 8 March 2021 initially at 2:02 pm Monday, 8 March 2021, reference number IDN21033; 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 **10 March 2021** to **11 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 **20210310-NSW-E-C-P-HUNTER AND NORTHERN 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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