

Customer Service Advice from Telstra

Delay due to severe weather events in parts of the Riverina and Central West Slopes and Plains Districts of New South Wales.

Parts of the Riverina and Central West Slopes and Plains Districts of New South Wales were impacted by severe weather on or about Wednesday 5 January 2022 through to Friday 7 January 2022 and again Monday 10 January 2022 through Tuesday 11 January 2022.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 200 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Tullibigeal heading east to Corinella, southeast to Quandialla, southwest to Rand then northwest to Moonbria. From Moonbria the area turns northeast to Mabins Well, north to Goolgowi then northeast back to Tullibigeal. 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 5932 3000	To	02 5932 9999	02 6028 9000	To	02 6036 9299
02 5970 1000	To	02 5976 3999	02 6919 7000	To	02 6995 1499

We anticipate that the majority of services will be restored by 6 February 2022. 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 and heavy rainfall are referred to in the BOM Severe Weather Warning issued for 5 January 2022 initially at 6:09 pm Wednesday, 5 January 2022, 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 **7 January 2022 to 6 February 2022** 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 **20220107-NSW-E-C-P-RIVERINA 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
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