

# Customer Service Advice from Telstra

## **Delay due to severe weather events in the South Coast, Snowy Mountains, South West Slopes, Southern Tablelands Districts and Australian Capital Territory District and parts of the Riverina, Central West Slopes & Plains and Illawarra Districts of New South Wales.**

The South Coast, Snowy Mountains, South West Slopes, Southern Tablelands Districts and Australian Capital Territory District and parts of the Riverina, Central West Slopes & Plains and Illawarra Districts of New South Wales were impacted by severe weather on or about Friday 14 January 2022 through to Saturday 15 January 2022.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 1,300 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Werri Beach following the coastline south past Jervis Bay, Ulladulla and Bermagui to the NSW/VIC border and continues following the NSW/VIC border westerly to Bringenbrong then north to Greg Greg. From Greg Greg the area heads northwest to Munderoo, west to Lowesdale, northwest to Moonbria, and northeast to Mabins Well then north to Goolgowi. The area turns northeast to Tullibigeal, east to Corinella, southeast to Quandialla, and east to Hovells Creek then northeast to Wyangala. From Wyangala the area heads east to Porters Retreat, southeast to Wingello then east back to Werri Beach. All suburbs and towns, off shore islands and coastal areas 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 4234 0000	To	02 4234 9999	02 6023 2800	To	02 6052 7999
02 4412 3000	To	02 4429 9999	02 6065 1000	To	02 6065 5999
02 4441 0000	To	02 4479 9999	02 6118 0000	To	02 6162 9099
02 4620 0000	To	02 4659 9999	02 6191 0000	To	02 6299 9999
02 4677 0000	To	02 4684 9999	02 6380 0000	To	02 6391 6999
02 4820 0000	To	02 4849 9999	02 6448 0000	To	02 6459 9999
02 4860 0000	To	02 4889 9999	02 6491 0000	To	02 6499 9999
02 5924 4000	To	02 5943 3999	02 6919 7000	To	02 6995 1499
02 5963 3000	To	02 5976 3999			

We anticipate that the majority of services will be restored by 20 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). Heavy rainfall, damaging winds and large hailstones are referred to in the BOM Severe Weather Warning issued for 14 January 2022 initially at 9:54 pm Friday, 14 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 **17 January 2022** to **20 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 **20220117-NSW-E-C-P-SOUTHERN 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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