

CUSTOMER SERVICE ADVICE FROM TELSTRA

Delay due to severe weather events in the Sydney Metropolitan District and parts of the Central Tablelands and Hunter Districts of New South Wales.

The Sydney Metropolitan District and parts of the Central Tablelands and Hunter Districts of New South Wales were impacted by severe weather on or about Thursday 16 January 2020 through to Friday 17 January 2020.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 7,100 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Barrenjoey Lighthouse following the coastline south past Sydney and Cronulla to Bundeena. From Bundeena the area heads northwest to Minto, west to Harrington Park, and northwest to Warragamba then west to Gingkin. The area turns north to Running Stream, southeast to Mount Tomah, and northeast to Womerah then east to Upper MacDonald. From Upper MacDonald the area heads southeast to Ten Mile Hollow, south to Singletons Mill then southeast back to the Barrenjoey Lighthouse. 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 4560 0000 To 02 4588 9999 | 02 8509 5000 To 02 8525 8999 |
| 02 4720 1400 To 02 4739 9999 | 02 8536 0000 To 02 8543 6999 |
| 02 4751 0000 To 02 4759 9999 | 02 8558 0000 To 02 8594 5999 |
| 02 4773 0000 To 02 4788 9999 | 02 8664 9500 To 02 8670 9999 |
| 02 6350 0000 To 02 6359 4999 | 02 8700 0000 To 02 8887 7999 |
| 02 8202 0000 To 02 8204 9099 | 02 8899 0000 To 02 8925 7999 |
| 02 8217 0000 To 02 8306 8799 | 02 8955 0000 To 02 8980 9999 |
| 02 8332 1400 To 02 8372 5999 | 02 9111 0000 To 02 9111 9999 |
| 02 8383 7100 To 02 8396 9999 | 02 9144 0000 To 02 9153 9999 |
| 02 8422 0000 To 02 8448 8299 | 02 9181 0000 To 02 9181 9999 |
| 02 8467 0000 To 02 8467 9999 | 02 9200 4300 To 02 9999 9999 |
| 02 8495 0000 To 02 8495 9999 | |

We anticipate that the majority of services will be restored by 16 February 2020. 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 and damaging winds are referred to in the BOM Severe Weather Warning issued for 16 January 2020 initially at 4:52 pm Thursday, 16 January 2020, reference number IDN21035; 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 2020** to **16 February 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 **20200117-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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