

Customer Service Advice from Telstra

Delay due to fire in parts of the Central Tablelands, Hunter, Sydney Metropolitan, Illawarra, South Coast and Southern Tablelands of New South Wales.

Parts of the Hunter, Sydney Metropolitan, Central Tablelands, Illawarra, South Coast and Southern Tablelands of New South Wales have been impacted by bushfires from November 2019 and are ongoing as at January 2020. These events have resulted in extensive damage to Telstra's telecommunications network. In some cases, unsafe conditions and road closures are preventing us from reaching these locations at present but we will attend as soon as these areas are deemed safe.

As a result, an interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 1,400 Telstra services are impacted in the following multiple geographic areas bounded by and including, but not limited to, the area starting Cassilis heading southeast to Merriwa, then turns southwest to Mount Misery and northwest returning to Cassilis. Then the area starting at Gungahlin, from here the area travels southeast to Martindale, Mount Thorley and Belford. At Belford the area turns south to Mount View, southeast to Martinsville, southwest to Yarramalong, southeast to Palm Grove and southwest to Calga, Marlow then Canoelands. At Canoelands, the area heads northwest to Maroota, and west to Cumberland Reach, then Blaxlands Ridge, turning southwest past Kurmond to Medlow Bath. At Medlow Bath, the area turns southeast to Mount Solitary and continues southeast to Warragamba then Cobbitty and turns southwest to The Oaks then southeast past Picton to Wilton. At Wilton the area travels south to Avon and turns northwest to Colo Vale, Bullio and Porters Retreat, then north to Mozart. At Mozart, the area turns northeast to Ganbenang, northwest to Portland, southwest to Laffing Waters, northeast past Paling Yards to Capertree. At Capertree, the area travels northwest to Sofala, northeast past Aarons Pass to Kandos and Bylong before returning to Gungahlin. Then the area starting at Callala Bay traveling southwest following the coastline past Ulladulla, Batemans Bay to Bermagui. At Bermagui, the area turns northwest to Numeralla, then north to Jingera, northwest to Queanbeyan, and northeast to Bungendore. At Bungendore, the area continues northeast to Windellama, and Bungonia to Marulan. At Marulan, the area travels northeast to Sutton Forest, then southeast past Barrengarry, Maeroo Meadow, Back Forest and returning to Callala Bay. All suburbs and towns, 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 4322 6300 | To | 02 4323 9199 | 02 4860 8000 | To | 02 4861 7399 |
| 02 4373 0000 | To | 02 4377 9999 | 02 4883 9000 | To | 02 4889 9999 |
| 02 4412 3000 | To | 02 4429 9999 | 02 4939 6000 | To | 02 4939 6999 |
| 02 4441 0000 | To | 02 4479 9999 | 02 4998 3000 | To | 02 4998 9999 |
| 02 4560 0000 | To | 02 4588 5399 | 02 6238 2000 | To | 02 6238 6999 |
| 02 4640 0000 | To | 02 4640 0199 | 02 6329 1000 | To | 02 6338 7499 |
| 02 4653 0000 | To | 02 4659 9999 | 02 6350 0000 | To | 02 6359 1999 |
| 02 4680 0000 | To | 02 4684 9999 | 02 6372 7000 | To | 02 6379 7999 |
| 02 4756 0000 | To | 02 4756 9999 | 02 6520 0000 | To | 02 6520 0999 |

| | | | | | |
|--------------|----|--------------|--------------|----|--------------|
| 02 4780 2000 | To | 02 4787 9999 | 02 6547 0000 | To | 02 6549 9999 |
| 02 4825 8000 | To | 02 4828 3999 | 02 6570 4000 | To | 02 6579 9999 |
| 02 4842 0000 | To | 02 4849 4699 | | | |

We anticipate that the majority of services will be restored by 2 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 about current fires and incidents can be sourced from the NSW Rural Fire Service at <https://www.rfs.nsw.gov.au/>. Additional information about the nature of these events can be sourced from Early Warning Network at <http://www.ewn.com.au/alerts/>. This information was also 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 **19 December 2019 to 2 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 **20200102-NSW-E-B-P-NEW SOUTH WALES BUSHFIRES**. 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://telstra.com.au/abouttelstra/commitments/mass-service-disruption/> or you may request a copy by calling the Telstra number mentioned above.

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