

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in Northern Rivers, Northern Tablelands, North West Slopes and Plains and part of the Mid North Coast of New South Wales.**

As previously notified by Telstra on Friday 12 December 2014, Telstra's normal operations in the Northern Rivers, Northern Tablelands, North West Slopes and Plains and part of the Mid North Coast regions of New South Wales were affected by a series of extreme weather events on or about Friday 5 December 2014 through to Tuesday 9 December 2014. Telstra's telecommunications network in these areas have experienced high levels of damage that resulted in delays to installation and repair activities on a significant number of Telstra services. Due to the extent of damage to the Telstra network, the impact in the affected region has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has now been extended to 8 February 2015.

Telstra has identified that the effect of these circumstances applies to an additional 1,850 services bringing the total number of services impacted to approximately 4,450 services. This number may increase as Telstra assesses the full affect of the extreme weather conditions. Based on current information, the resumption date of normal service operations is expected to be 8 February 2015. This date is indicative only; Telstra customers should anticipate that some further delays may occur. Telstra regrets any inconvenience caused to customers and thanks them for their patience while this work is being undertaken.

Telstra services encompassed in this exemption are in the area bounded by and including, but not limited to, the area starting at Wardell following the NSW coast south past Yamba to Emerald Beach. From Emerald Beach the area turns west to Dundurrabin, southeast to Bonville then south to Urunga. The area heads west to the New England National Park, southwest past Yarrowitch to Nowendoc, west to Hanging Rock then south west to the Coolah Tops National Park. From the Coolah Tops National Park the area heads northwest past Premer to Cuttabri, north to Mungindi and then following the NSW/QLD border easterly past Goondiwindi and Texas to Legume. The area turns southeast past Woodenbong and The Risk to Clunes then south back to Wardell. All suburbs and towns, off shore islands and coastal areas serviced by Telstra within these boundaries are encompassed in this exemption.

Services in the area mentioned above with phone numbers in the following number ranges may have been affected:

02 5620 0000	To	02 5620 4999	02 6682 1000	To	02 6705 9999
02 5712 9000	To	02 5712 9999	02 6720 0000	To	02 6799 9999
02 5794 4000	To	02 5794 5999	07 4653 4000	To	07 4653 9999
02 6603 0000	To	02 6604 9999	07 4671 9000	To	07 4677 2999
02 6620 0800	To	02 6668 9999			

As these circumstances were outside of Telstra's control, Telstra is claiming an extension to time frames applying under the *Telecommunications (Customer Service Guarantee) Standard 2011*. This means that Telstra is notifying customers that normal service time frames may not be met during the period of **9 December 2014 to 8 February 2015** inclusive (based on Telstra's estimated recovery schedule correct at the time of publication of this notice).

If you have any questions regarding your eligibility for a CSG payment under this notice, or would like us to reconsider whether the circumstances were a proper basis for claiming an exemption, you may contact us on the number displayed on your telephone account or alternatively on 132203 for service difficulties and faults or 132200 for sales, installations and billing- quoting CSG Exemption reference number **20141209-NSW-E-C-P-NORTHERN NSW**.

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 one of the Telstra numbers mentioned above.

If, after calling Telstra you are still not satisfied with the outcome, you have the option to raise the matter with the Telecommunications Industry Ombudsman (TIO). Information on the TIO and contact details are available on the Internet ([www.tio.com.au](http://www.tio.com.au)) and in the White Pages® directory.

® Registered Trade Mark of Telstra Corporation Limited.