

# Customer Service Advice from Telstra

## **Severe Weather events impact service in parts of the Northern Rivers, Northern Tablelands and North West Slopes and Plains Districts of New South Wales and part of the Darling Downs and Granite Belt District of Queensland.**

As previously notified by Telstra on Tuesday 1 December 2015, Telstra's normal operations in operations in parts of the Northern Rivers, Northern Tablelands and North West Slopes and Plains Districts of New South Wales and part of the Darling Downs and Granite Belt District of Queensland were affected by a series of severe weather events on or about Tuesday 3 November 2015 through to Thursday 5 November 2015. 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 17 January 2016.

Telstra has identified that the effect of these circumstances applies to an additional 450 services bringing the total number of services impacted to approximately 2,400 services. This number may increase as Telstra assesses the full affect of the severe weather conditions. Based on current information, the resumption date of normal service operations is expected to be 17 January 2016. 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 Broadwater following the NSW coast south to Iluka turning west past Coaldale to the Washpool National Park then north to Drake. From Drake the area heads southwest to Mole River, northwest to Yetman then north to the NSW/QLD border and following the border westerly past Goondiwindi to the Talwood-Boonanga Rd. From the Talwood-Boonanga Rd the area heads northwest to Talwood, northeast past Westmar to The Gums, east to Kumbarilla then southwest to Wyaga. The area turns northeast past Leyburn to Clifton then southeast crossing the QLD/NSW border past Woodenbong to The Risk. From The Risk the area continues heading southeast past Jiggi back to Broadwater. 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 3000	To	02 6688 0999
02 6620 0800	To	02 6636 6999	07 4619 1000	To	07 4619 1999
02 6660 0000	To	02 6667 3999	07 4652 0000	To	07 4695 0999

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 **6 November 2015 to 17 January 2016** 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 **20151106-NSW-E-C-P-NORTHEAST NSW AND QLD GRANITE BELT**.

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.