

Customer Service Advice from Telstra

Extreme Weather events impact service in parts of the Northern Rivers District of New South Wales

As previously notified by Telstra on Thursday 3 December 2015, Telstra's normal operations in the Northern Rivers District of New South Wales were affected by a series of extreme weather events on or about Sunday 29 November 2015 through to Monday 30 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 24 January 2016.

Telstra has identified that the effect of these circumstances applies to an additional 1,700 services bringing the total number of services impacted to approximately 7,550 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 24 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 Tweed Heads following the NSW coast south past Byron Bay and Ballina to Patches Beach. From here the area heads northwest to Doon Doon, west to The Risk, then north to the New South Wales – Queensland border at Cougal. Following the border, the area heads east back to Tweed Heads. 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 6618 0000	To	02 6639 9999	07 5536 0000	To	07 5536 9999
02 6670 0000	To	02 6689 5999	07 5565 1000	To	07 5569 9999
07 5506 0000	To	07 5524 9999	07 5586 6000	To	07 5599 6999

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 **1 December 2015 to 24 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 **20151201-QLD-E-C-P-SOUTHEAST QLD AND NORTHERN RIVERS 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) and in the White Pages® directory.

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