

# Customer Service Advice from Telstra

## **Severe Weather events impact service in parts of Northern Rivers, Mid North Coast and Northern Tablelands of New South Wales.**

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of a series of severe weather events in parts of the Northern Rivers, Mid North Coast and Northern Tablelands Districts of New South Wales on or about Tuesday 2 August 2016 through to Wednesday 3 August 2016.

Due to the effect of damage to the Telstra telecommunications network by severe storms, there has been a significant increase in the number of Telstra services being reported as faulty. As a result, there has been some disruption to service and delays to normal installation and repair activities.

Telstra apologises to any affected customers.

Information as to the nature of these severe weather events can be sourced from the Early Warning Network at <http://www.ewn.com.au/alerts/>. Heavy rain, flash flooding and damaging winds are referred to within this site for Tuesday 2 August 2016 through to Wednesday 3 August 2016; all of which were widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances may apply to approximately 800 services. Some of these services may not be installed or repaired within Telstra's standard time frames. The number of possibly affected services may increase or decrease as Telstra assesses the full effect of the severe weather conditions. Based on current information, the resumption date of Telstra's normal service operations is expected to be 28 August 2016. This date is indicative only, however, and may be subject to change once the full impact of the severe weather conditions has been assessed. 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 Brooms Head to White Bluff. From White Bluff the area heads northwest to Ben Lomond, southwest to Kingstown and northwest to Rob Roy. The area turns northeast to Bonshaw, southeast to Capoompeta, northeast to Coongbar, and northwest to Gilgurry then northeast to Woodenbong. From Woodenbong the area heads southeast past The Risk to Horseshoe Creek, south to Mount Boorabee, southeast past Jiggi and Lindendale to Uralba 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	<b>To</b>	02 5620 4999	02 6682 1000	<b>To</b>	02 6690 7999
02 6603 0000	<b>To</b>	02 6604 9999	02 6720 0000	<b>To</b>	02 6739 9999
02 6620 0800	<b>To</b>	02 6668 9999			

As these circumstances were outside of Telstra's control, Telstra is claiming an exemption from compliance with time frames and performance standards required under the *Telecommunications (Customer Service Guarantee) Standard 2011*. Therefore Telstra is notifying customers that normal installation and repair time frames may not be

met during the period from **4 August 2016** to **28 August 2016** inclusive (based on Telstra's estimated recovery schedule correct at the time of publication of this notice) and, under section 21 of the *Telecommunications (Customer Service Guarantee) Standard 2011*, Telstra will be exempt from complying with performance standards during this period.

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 **20160804-NSW-E-C-P-NORTHERN RIVERS AND SURROUNDING DISTRICTS**.

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 on one of the above numbers, you remain unsatisfied with our response to your query, you have the option of raising 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® telephone directory.

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