

Customer Service Advice from Telstra.

Severe Weather events impact service in the Northern Rivers District of New South Wales.

As previously notified by Telstra on Tuesday 15 November 2016, Telstra's normal operations in the Northern Rivers District of New South Wales were affected by a series of severe weather events on or about Tuesday 8 November 2016 through to Wednesday 9 November 2016. 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 11 December 2016.

Telstra has identified that the effect of these circumstances applies to an additional 1,000 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 11 December 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 Yamba to Sapphire Beach. From Sapphire Beach the area heads northwest to Newton Boyd, northeast to Tabulam then east to Hogarth Range. The area turns northwest to Tooloom, northeast past Woodenbong to the NSW/QLD border and follows the border northeast 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 5620 0000	To	02 5620 4999	07 5536 0000	To	07 5536 9999
02 6603 0000	To	02 6604 9999	07 5565 1000	To	07 5569 9999
02 6618 0000	To	02 6690 7999	07 5586 6000	To	07 5599 9999
07 5506 0000	To	07 5524 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 **10 November 2016 to 11 December 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 **20161110-NSW-E-C-P-NORTHERN RIVERS Public Notice Extension**.

Copies of this notice are available on our Internet site at <http://www.telstra.com.au/consumer-advice/customer-service/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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