

# Customer Service Advice from Telstra.

## **Severe Weather events impact service in parts of the North West Slopes and Plains, Northern Tablelands and Northern Rivers Districts of New South Wales.**

As previously notified by Telstra on Friday 9 December 2016, Telstra's normal operations in parts of the North West Slopes and Plains, Northern Tablelands and Northern Rivers Districts of New South Wales were affected by a series of severe weather events on or about Saturday 3 December 2016 through to Tuesday 6 December 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 5 February 2017.

Telstra has identified that the effect of these circumstances applies to an additional 600 services bringing the total number of services impacted to approximately 12,500 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 5 February 2017. 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 Patches Beach following the NSW coast south to Evans Head turning west to Pikapene, southwest to Newton Boyd then west to Furracabad. From Furracabad the area heads southwest to Kingstown, southeast to Nowendoc, and southwest to Crawley then northwest to Eulah Creek. The area turns northeast to North Star then north to the NSW/QLD border and following the border easterly to Donaldson. From Donaldson the area heads southeast past The Risk to Wadeville, south to Bungabbeeb and northeast to Tullera then southeast back to Patches Beach. 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 6701 7000	<b>To</b>	02 6701 9999
02 5712 9000	<b>To</b>	02 5712 9999	02 6720 0000	<b>To</b>	02 6739 9999
02 6620 0800	<b>To</b>	02 6636 6999	02 6755 2000	<b>To</b>	02 6769 5999
02 6660 0000	<b>To</b>	02 6667 3999	02 6780 1000	<b>To</b>	02 6785 9999
02 6682 1000	<b>To</b>	02 6688 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 **5 December 2016 to 5 February 2017** 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 **20161205-NSW-E-C-P-NORTHERN NSW AND GOLD COAST**.

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](http://www.tio.com.au)) and in the White Pages® directory.

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