

# Customer Service Advice from Telstra

## **Severe Weather events impact service in the Northern Tablelands District and parts of the Northern Rivers, Mid North Coast, 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 Thursday 19 January 2017, Telstra's normal operations in the Northern Tablelands District and parts of the Northern Rivers, Mid North Coast, 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 Thursday 12 January 2017 and Saturday 14 January 2017 through to Sunday 15 January 2017. 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 12 March 2017.

Telstra has identified that the effect of these circumstances applies to an additional 1,300 services bringing the total number of services impacted to approximately 9,800 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 12 March 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 past Evans Head to Woody Head then turning northwest to Pikapene. From Pikapene the area heads southwest to Ebor, southeast to South West Rocks and following the coastline past Port Macquarie to Crowdy Head. The area turns northwest past Comboyne to Yarrowitch, southwest to Nowendoc, west to Bowling Alley Point, southwest to Wallabadah and then northwest to Kapatur. The area then heads northeast to North Star, north to the NSW/QLD border and following the border easterly past Donaldson to Lions Rd. From Lions Rd the area turns southeast to Wadeville, south to Bungabbee, 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 5524 0000	To	02 5525 5999	02 6660 0000	To	02 6668 9999
02 5620 0000	To	02 5620 4999	02 6682 1000	To	02 6689 9999
02 5712 9000	To	02 5712 9999	02 6701 1000	To	02 6701 9999
02 6538 1000	To	02 6538 3999	02 6720 0000	To	02 6739 9999
02 6556 6000	To	02 6567 7999	02 6755 2000	To	02 6786 1999
02 6580 0000	To	02 6597 5999	07 4653 4000	To	07 4653 9999
02 6620 0000	To	02 6636 6999	07 4675 2000	To	07 4675 3999

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 **16 January 2017 to 12 March 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 **20170116-NSW-E-C-P-NORTHERN NSW AND SOUTHEAST QLD**.

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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