

# Customer Service Advice from Telstra.

## **Extreme Weather events impact service in the Northern Rivers District and part of the Northern Tablelands District of New South Wales.**

As previously notified by Telstra on Wednesday 5 April 2017, Telstra's normal operations in the Northern Rivers District and part of the Northern Tablelands District of New South Wales were affected by a series of extreme weather events on or about Wednesday 29 March 2017 through to Thursday 30 March 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 28 May 2017.

Telstra has identified that the effect of these circumstances applies to an additional 750 services bringing the total number of services impacted to approximately 5,550 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 28 May 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 Durambah Beach on the QLD/NSW border following the coastline past Kingscliff and Byron Bay to Woody Head, then northwest past Wyan to Tabulam. From Tabulam the area turns northeast to Capeen Creek, southwest to Paddys Flat and northwest to Rivertree then northeast to Koreelah. The area heads north to the NSW/QLD border and follows the border easterly back to Durambah 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	To	02 5620 4999	07 5536 0000	To	07 5536 9999
02 6618 0000	To	02 6639 9999	07 5565 1000	To	07 5569 9799
02 6660 0000	To	02 6689 9999	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 **30 March 2017 to 28 May 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 **20170330-NSW-E-C-P-NORTHERN NSW**.

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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