

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in the Northern Rivers District and parts of the Mid North Coast and Northern Tablelands Districts 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 extreme weather events in the Northern Rivers District and parts of the Mid North Coast and Northern Tablelands Districts of New South Wales on or about Wednesday 29 March 2017 through to Thursday 30 March 2017.

Due to the effect of damage to the Telstra telecommunications network by Ex Tropical Cyclone Debbie, 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 extreme weather events can be sourced from the Early Warning Network at <http://www.ewn.com.au/alerts/>. Heavy rain, destructive winds and flash flooding are referred to within this site for Wednesday 29 March 2017 through to Thursday 30 March 2017; 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 4,800 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 extreme weather conditions. Based on current information, the resumption date of Telstra's normal service operations is expected to be 14 May 2017. This date is indicative only, however, and may be subject to change once the full impact of the extreme 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 Duranbah Beach on the QLD/NSW border following the coastline past Kingscliff, Byron Bay, Coffs Harbour and Port Macquarie to Crowdy Head, then northwest past Comboyne to Yarrowitch. From Yarrowitch the area turns north past Wards Mistake to Glen Elgin then northwest past Emmaville to Bonshaw. The area heads north to the NSW/QLD border and follows the border easterly back to Duranbah 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 | <b>To</b> | 02 5525 5999 | 02 6734 5000 | <b>To</b> | 02 6739 5999 |
| 02 5620 0000 | <b>To</b> | 02 5622 8999 | 07 5506 0000 | <b>To</b> | 07 5524 9999 |
| 02 6538 0000 | <b>To</b> | 02 6538 3999 | 07 5536 0000 | <b>To</b> | 07 5536 9999 |
| 02 6550 3000 | <b>To</b> | 02 6569 9999 | 07 5565 1000 | <b>To</b> | 07 5569 9999 |
| 02 6580 0000 | <b>To</b> | 02 6604 9999 | 07 5586 6000 | <b>To</b> | 07 5599 9999 |
| 02 6618 0000 | <b>To</b> | 02 6692 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 **30 March 2017** to **14 May 2017** 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 **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 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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