

Customer Service Advice from Telstra

Delay due to severe weather in part of the Northern Rivers District of New South Wales.

Part of the Northern Rivers District of New South Wales was impacted by severe weather on or about Monday 12 June 2017 through to Tuesday 13 June 2017. This event resulted in extensive damage to Telstra's telecommunications network.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 900 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at South Golden Beach following the coastline past 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 to Mount Lindesay, southeast past Lynchs Creek to Doon Doon then east back to South Golden Beach. All suburbs and towns, off shore islands and coastal areas serviced by Telstra within these boundaries are encompassed in this exemption.

How will this affect you?

Unfortunately your service may be affected and we may take longer than normal to fix telephone services or complete connections. 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 02 6660 0000 **To** 02 6689 9999
02 6618 0000 **To** 02 6643 1999

We anticipate that the majority of services will be restored by 9 July 2017. We're sorry for any inconvenience this delay may cause but we can assure you we are working hard to get things back on track.

What else do you need to know?

Information as to the nature of these severe weather events can be sourced from the Early Warning Network at <http://www.ewn.com.au/alerts/>. Heavy rainfall and thunderstorms are referred to within this site for Monday 12 June 2017 through to Tuesday 13 June 2017; all of which were widely reported in the news media after the events.

Due to this event, we're claiming an exemption under section 21 of the *Telecommunications (Customer Service Guarantee) Standard 2011*, including an exemption from the payment of compensation between **14 June 2017 to 9 July 2017** inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities in the impacted area.

Need more information?

For any questions about your service, the CSG exemption or to ask us to reconsider whether the circumstances are a proper basis for claiming the exemption, please call anytime on 132203* for service difficulties and faults or 132200* for sales, installations and billing. When calling please quote reference number **20170614-NSW-E-C-P-NORTHERN RIVERS**. If our response doesn't satisfy you, then you may wish to contact the Telecommunications Industry Ombudsman (TIO).

Further information and 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 the Telstra number mentioned above.
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