

Customer Service Advice from Telstra

Delay due to severe weather in the Northern Rivers District and parts of Mid North Coast and Northern Tablelands Districts of New South Wales.

As previously notified by Telstra on 5 January 2018 the Northern Rivers District and parts of Mid North Coast and Northern Tablelands Districts of New South Wales was impacted by severe weather on or about Monday 25 December 2017 through to Wednesday 27 December 2017. This event resulted in extensive damage to Telstra's telecommunications network. 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 18 February 2018

The effect of these circumstances applies to an additional 850 services bringing the total number of services impacted to approximately 4,500 services. This number may increase as Telstra assesses the full effect of the severe weather conditions. Based on current information, the resumption date of normal service operations is expected to be 18 February 2018. This date is indicative only; Telstra customers should anticipate that some further delays may occur.

Telstra services encompassed in this exemption are in the area bounded by and including, but are not limited to the area starting at Patches Beach following the NSW coast to Evans Head turning west to Pikapene, southwest past Dalmorton to Ebor, then southeast to Hickeys Creek. From Hickeys Creek the area heads east to South West Rocks following the coast south past Port Macquarie to Crowdy Head. The area turns northwest past Comboyne to Yarrowitch, southwest to Nowendoc, west to Bowling Alley Point, northwest to Eulah Creek, northeast past Boonal 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.

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 5524 0000	To	02 5534 3999	02 6660 0000	To	02 6668 9999
02 5620 0000	To	02 5620 4999	02 6682 0000	To	02 6688 6199
02 5775 0000	To	02 5775 9999	02 6720 0000	To	02 6739 9999
02 6538 0000	To	02 6538 3499	02 6760 7500	To	02 6779 4999
02 6550 3000	To	02 6569 4199	02 6792 2000	To	02 6792 4899
02 6580 0000	To	02 6597 5999	07 4675 2000	To	07 4675 3999
02 6620 0800	To	02 6649 7899			

We anticipate that the majority of services will be restored by 18 February 2018. This date is indicative only; Telstra customers should anticipate that some further delays may occur.

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 the severe weather events, which included heavy rainfall which occurred in the affected regions can be sourced from the Bureau of Meteorology (BOM). The BOM issued Severe Weather Warnings regarding these events commencing from on or about Monday 25 December 2017 through to Wednesday 27 December 2017. Additionally these unusually severe weather events have been widely reported by most of the news media.

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 **27 December 2017** to **18 February 2018** 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 **20171227-NSW-E-C-P-NORTHERN NSW AND DARLING DOWNS QLD**. 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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