

Customer Service Advice from Telstra

Delay due to severe weather events in the Northern Rivers, Mid North Coast and Northern Tablelands and part of the North West Slopes & Plains Districts of New South Wales and part of the Darling Downs and Granite Belt District of Queensland.

The Northern Rivers, Mid North Coast and Northern Tablelands and part of the North West Slopes & Plains Districts of New South Wales and part of the Darling Downs and Granite Belt District of Queensland was impacted by severe weather on or about Monday 25 December 2017 through to Wednesday 27 December 2017.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 3,650 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at South Golden Beach in NSW following the coastline south past Byron Bay, Coffs Harbour and Port Macquarie to Crowdy Head, then northwest past Comboyne to Yarrowitch. From Yarrowitch the area turns southwest to Nowendoc, northwest past Woodsreef to Elcombe then north to North Star. The area heads northwest crossing the NSW/QLD border to South Talwood, northeast to Moonie, southeast to Inglewood, and northeast to Allora then east to Clumber. From Clumber the area turns south to the QLD/NSW border and follows the border easterly to Lions Rd, southeast to Mount Burrell then east back to South Golden Beach. All suburbs and towns, offshore 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 6720 0000	To	02 6739 9999
02 5620 0000	To	02 5622 9999	02 6760 7500	To	02 6779 4999
02 5775 0000	To	02 5775 9999	02 6792 2000	To	02 6792 4899
02 6538 0000	To	02 6538 3499	07 4565 3000	To	07 4567 5999
02 6550 3000	To	02 6569 9999	07 4578 2000	To	07 4578 2999
02 6580 0000	To	02 6604 9999	07 4594 4000	To	07 4594 4999
02 6618 0000	To	02 6668 9999	07 4653 0000	To	07 4686 1999
02 6680 0000	To	02 6692 9999			

We anticipate that the majority of services will be restored by 28 January 2018. 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 Bureau of Meteorology (BOM). Heavy rainfall is referred to in the BOM Severe Weather Warning issued for 25 December 2017 initially at 1:59 am Wednesday, 27 December 2017, reference number IDN21033; 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 **27 December 2017** to **28 January 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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