

# Customer Service Advice from Telstra

## **Delay due to severe weather in parts of the Northern Rivers and Northern Tablelands Districts of New South Wales.**

As previously notified by Telstra on 17 October 2018, parts of the Northern Rivers and Northern Tablelands Districts of New South Wales were impacted by severe weather on or about Tuesday 9 October 2018 through to Wednesday 10 October 2018. 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 25 November 2018.

The effect of these circumstances applies to an additional 800 services bringing the total number of services impacted to approximately 2,100 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 25 November 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 Hastings Point following the NSW coast south past Byron Bay to Woody Head turning northwest to Pikapene then southwest to Moogem. From Moogem the area heads west to Deepwater, northwest past Emmaville to Bonshaw then north to the NSW/QLD border. The area follows the border easterly to Limpinwood, turning south to Mount Burrell, east to Commissioners Creek then northeast back to Hastings Point. 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	<b>To</b>	02 5620 4999	02 6660 0000	<b>To</b>	02 6689 9999
02 6618 0000	<b>To</b>	02 6649 7899	02 6736 0000	<b>To</b>	02 6739 5999

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 damaging winds, large hailstones and 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 Tuesday 9 October 2018 through to Wednesday 10 October 2018. 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 **12 October 2018 to 25 November 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 **20181012-NSW-E-C-P-NORTHERN NSW**. 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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