

Customer Service Advice from Telstra

Delay due to severe weather events in parts of the Northern Rivers, Northern Tablelands and North West Slopes and Plains Districts of New South Wales.

Parts of the Northern Rivers, Northern Tablelands and North West Slopes and Plains Districts of New South Wales were impacted by severe weather on or about Tuesday 9 October 2018 through to Wednesday 10 October 2018.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 1,300 Telstra services are impacted in the area bounded by and including, but 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 Newton Boyd. From Newton Boyd the area heads east to Bingara, north past Boonal to the NSW/QLD border and following the border easterly to Limpinwood. The area turns 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	To	02 5620 4999	02 6720 0000	To	02 6739 9999
02 6618 0000	To	02 6649 7899	02 6771 1500	To	02 6779 4299
02 6660 0000	To	02 6689 9999			

We anticipate that the majority of services will be restored by 4 November 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). Damaging winds, large hailstones and heavy rainfall are referred to in the BOM Severe Weather Warning issued for 9 October 2018 initially at 5:19 pm Tuesday, 9 October 2018, 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 **12 October 2018** to **4 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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