

Customer Service Advice from Telstra

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

Parts of the Northern Rivers and Mid North Coast Districts of New South Wales were impacted by severe weather on or about Saturday 17 November 2018.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 1,500 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Hastings Point, travelling south along the coastline past Ballina and Coffs Harbour to Smithtown. At Smithtown the area travels west to Toorooka, north to Tabulam South, northeast past Koreelah 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	To	02 5622 9999	02 6597 1000	To	02 6604 9999
02 6560 7000	To	02 6569 8999	02 6618 0000	To	02 6692 7999

We anticipate that the majority of services will be restored by 16 December 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). Large hailstones and heavy rainfall are referred to in the BOM Severe Weather Warning issued for 17 November 2018 initially at 4:27 pm, Saturday 17 November 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 **20 November 2018 to 16 December 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 **20181120-NSW-E-C-P-NORTHERN RIVERS AND SURROUNDING DISTRICTS**. 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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