

# Customer Service Advice from Telstra

## **Delay due to severe weather in parts of the Mid North Coast and Hunter Districts of New South Wales.**

As previously notified by Telstra on 23 December 2018, parts of the Mid North Coast and Hunter Districts of New South Wales were impacted by severe weather on or about Friday 14 December 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 10 February 2019.

The effect of these circumstances applies to an additional 750 services bringing the total number of services impacted to approximately 2,450 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 10 February 2019. 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 Crowdy Head following the NSW coastline south westerly past Forster and Nelson Bay to Fullerton Cove. From Fullerton Cove the area heads west to Kurri Kurri, southwest to Laguna, and west to Putty then northwest to Bylong. The area turns northeast to Bunnan, northwest to Coulsons Creek, and northeast past Wingen and Tomalla to Elands then southeast back to Crowdy Head. 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 4015 2000	<b>To</b>	02 4015 9999	02 5593 8000	<b>To</b>	02 5594 6999
02 4033 3000	<b>To</b>	02 4040 8799	02 6520 0000	<b>To</b>	02 6521 6999
02 4052 0000	<b>To</b>	02 4052 7999	02 6537 4000	<b>To</b>	02 6559 1999
02 4909 0000	<b>To</b>	02 4919 9999	02 6570 0000	<b>To</b>	02 6579 9999
02 4930 5000	<b>To</b>	02 4939 9999	02 6591 0000	<b>To</b>	02 6592 1999
02 4980 4000	<b>To</b>	02 4999 9999			

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 and damaging winds 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 Friday 14 December 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 **17 December 2018** to **10 February 2019** 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 **20181217-NSW-E-C-P-MID NORTH COAST AND HUNTER**. 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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