

Customer Service Advice from Telstra

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

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.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 1,700 Telstra services are impacted in the area bounded by and including, but 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	To	02 4015 9999	02 5593 8000	To	02 5594 6999
02 4033 3000	To	02 4040 8799	02 6520 0000	To	02 6521 6999
02 4052 0000	To	02 4052 7999	02 6537 4000	To	02 6559 1999
02 4909 0000	To	02 4919 9999	02 6570 0000	To	02 6579 9999
02 4930 5000	To	02 4939 9999	02 6591 0000	To	02 6592 1999
02 4980 4000	To	02 4999 9999			

We anticipate that the majority of services will be restored by 20 January 2019. 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 and damaging winds are referred to in the BOM Severe Weather Warning issued for 14 December 2018 initially at 11:31 am Friday, 14 December 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 **17 December 2018 to 20 January 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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