

Customer Service Advice from Telstra

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

The Mid North Coast and parts of the Northern Rivers Districts of New South Wales were impacted by severe weather on or about Friday 21 December 2018 through to Sunday 23 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 Empire Vale following the coast south past Coffs Harbour and Port Macquarie to Crowdy Head. At Crowdy Head the area turns inland heading northwest past Elands to Yarrowitch. At Yarrowitch, the area travels northwest past Hillgrove to Ebor, north to Drake then southeast to Busbys Flat. At Busbys Flat, the area travels northwest to Capeen Creek, southwest to Paddys Flat, northwest to Rivertree then northeast past Koreelah, crossing the NSW/QLD border to Mount Barney. At Mount Barney the area turns east to Hillview, continuing southeast crossing the NSW/QLD border to Huonbrook. At Huonbrook, the area turns south to Clunes then southeast to return to Empire Vale. 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 5524 0800 | To | 02 5534 2999 | 02 6580 5000 | To | 02 6604 9999 |
| 02 5622 8000 | To | 02 5622 9999 | 02 6620 0800 | To | 02 6668 9999 |
| 02 6538 1000 | To | 02 6538 3499 | 02 6682 1000 | To | 02 6692 9999 |
| 02 6556 6000 | To | 02 6569 8999 | | | |

We anticipate that the majority of services will be restored by 28 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). Large hailstones, heavy rainfall and damaging winds are referred to in the BOM Severe Weather Warning issued for 20 December 2018 initially at 10:03pm, Thursday 20 December, 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 **28 December 2018** to **28 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 **20181228-NSW-E-C-P-MID NORTH COAST AND SURROUNDING AREA**. 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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