

# Customer Service Advice from Telstra

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

The Northern Rivers and parts of the Mid North Coast and Northern Tablelands Districts of New South Wales were impacted by severe weather on or about Friday 15 March 2019 through to Monday 18 March 2019.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 1,800 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at South Golden Beach following the NSW coast south past Byron Bay and Coffs Harbour to Crescent Head Lookout turning west to Yarrowitch then north to Glen Elgin. From Glen Elgin the area heads northwest past Deepwater, Emmaville to Bonshaw then north to the NSW/QLD border. The area follows the border easterly to Tooloona Lookout, turning south to Mount Burrell, then east past Commissioners Creek back to South Golden Beach. 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 3000	To	02 5524 4999	02 6618 0000	To	02 6667 5999
02 5620 0000	To	02 5622 9999	02 6680 0000	To	02 6692 9999
02 6560 0000	To	02 6569 6999	02 6734 5000	To	02 6739 5999
02 6597 1000	To	02 6604 9999			

We anticipate that the majority of services will be restored by 14 April 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 15 March 2019 initially at 2:52 pm Friday, 15 March 2019, 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 **18 March 2019 to 14 April 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 **20190318-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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