

# Customer Service Advice from Telstra

## **Delay due to fire in parts of the Mid North Coast District of New South Wales.**

Parts of the Mid North Coast District of New South Wales were impacted by bushfires during November 2019 through to December 2019 and are ongoing to date. These events resulted in extensive damage to Telstra's telecommunications network. In some cases, unsafe conditions and road closures are preventing us from reaching these locations but we will attend as soon as these areas are deemed safe.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 200 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Diamond Head following the NSW coast south past Crowdy Head and Forster to Green Point. The area turns northwest to Krambah, north to Kundibakh then northwest to Caffreys Flat. From Caffreys Flat the area heads northeast to Innes View, east to Swans Crossing then southeast back to Diamond 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 5556 0000	To	02 5556 4999	02 6550 0000	To	02 6559 3999
02 5594 2000	To	02 5594 9999	02 6591 2000	To	02 6592 9999
02 6537 0000	To	02 6539 9999			

We anticipate that the majority of services will be restored by 31 December 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 about current fires and incidents can be sourced from the NSW Rural Fire Service at <https://www.rfs.nsw.gov.au/>. Additional information about the nature of these events can be sourced from Early Warning Network at <http://www.ewn.com.au/alerts/>. This information was also 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 **11 December 2019** to **31 December 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 **20191211-NSW-E-B-P-MID NORTH COAST BUSHFIRE RECOVERY**. 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://telstra.com.au/abouttelstra/commitments/mass-service-disruption/> or you may request a copy by calling the Telstra number mentioned above.

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