

Customer Service Advice from Telstra

Delay due to severe weather events in parts of the Northern Rivers District of New South Wales.

Parts of the Northern Rivers District of New South Wales was impacted by severe weather on or about Wednesday 25 December 2019.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 700 Telstra services encompassed in this exemption are in the area bounded by and including, but not limited to, the area starting at Currumbin and heading south along the coastline, crossing the QLD/NSW border to Byron Bay, Yamba and Korora. At Korora, the area turns inland heading northwest to Newton Boyd, then northeast to Boorook and east to Mallanganee. From Mallanganee the area turns north, past Mount Lindesay on the NSW/QLD border to Barney View then northeast returning to Currumbin. 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 6603 0000 **To** 02 6603 7999 07 5590 1900 **To** 07 5590 9999
02 6618 6000 **To** 02 6690 5999

We anticipate that the majority of services will be restored by 26 January 2020. 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, flash flooding and damaging winds are referred to in the BOM Severe Weather Warning issued for 24 December 2019 initially at 5:32 pm Tuesday, 24 December 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 **27 December 2019** to **26 January 2020** 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 **20191227-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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