

Customer Service Advice from Telstra

Delay due to extreme weather events in the Northern Rivers, Mid North Coast and Northern Tablelands Districts and part of the North West Slopes and Plains District of New South Wales.

The Northern Rivers, Mid North Coast and Northern Tablelands Districts and part of the North West Slopes and Plains District of New South Wales were impacted by extreme weather on or about Thursday 6 February 2020 through to Monday 10 February 2020.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 5,100 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Durambah Beach on the QLD/NSW border following the coastline past Byron Bay, Coffs Harbour and Port Macquarie to Mungo Brush, then northwest past Aberdeen to Coolah. From Coolah the area turns north to Bohena, west to Carinda then northeast to Talawanta. The area heads north to the NSW/QLD border and follows the border easterly past Goondiwindi, Texas and Mount Lindesay back to Durambah 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 4052 6000	To	02 4052 6999	02 5852 0000	To	02 5857 9999
02 4916 7000	To	02 4916 9999	02 6537 0000	To	02 6569 9999
02 4980 8000	To	02 4999 7999	02 6580 0000	To	02 6604 9999
02 5524 0000	To	02 5534 3999	02 6618 0000	To	02 6701 9999
02 5556 0000	To	02 5556 4999	02 6720 0000	To	02 6799 9999
02 5594 2000	To	02 5594 9999	02 6817 9000	To	02 6834 7999
02 5620 0000	To	02 5622 9999	07 4653 1200	To	07 4653 9999
02 5712 9000	To	02 5712 9999	07 4671 2300	To	07 4675 3999
02 5732 8000	To	02 5732 8999	07 5590 1900	To	07 5590 9999
02 5775 0000	To	02 5776 9999			

We anticipate that the majority of services will be restored by 5 April 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 extreme 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 6 February 2020 initially at 11:00 am Thursday, 6 February 2020, reference number IDN21037; 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 **10 February 2020 to 5 April**

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 **20200210-NSW-E-C-P-NORTHERN NSW**. 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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