

# Customer Service Advice from Telstra

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

The Northern Tablelands and Mid North Coast and parts of the Northern Rivers and North West Slopes and Plains Districts of New South Wales were impacted by severe weather on or about Tuesday 1 December 2020 through to Saturday 5 December 2020.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 2,400 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at New Brighton Beach following the coastline south past Byron Bay, Coffs Harbour and Port Macquarie to Mungo Brush, then northwest to Bandon Grove. From Bandon Grove the area turns north past Rawdon Vale to Nowendoc, southwest to Millers Creek, and west to Weetaliba then northeast to North Star. The area turns west to Tullooona, north to the NSW/QLD border and follows the border easterly past Texas to the Koreelah National Park. From the Koreelah National Park the area heads southeast past Lynchs Creek to Doon Doon then east back to New Brighton 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 6537 4000	To	02 6539 5999
02 4916 7000	To	02 4916 9999	02 6550 0000	To	02 6569 8999
02 4980 8000	To	02 4999 7999	02 6580 0000	To	02 6604 9999
02 5524 0700	To	02 5534 3999	02 6618 0000	To	02 6701 8999
02 5594 2000	To	02 5594 9999	02 6720 0000	To	02 6795 6199
02 5620 0000	To	02 5622 9999	07 4653 1200	To	07 4653 9999
02 5775 0000	To	02 5776 8999	07 4664 0000	To	07 4686 1999
02 5794 6000	To	02 5794 6999			

We anticipate that the majority of services will be restored by 17 January 2021. 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). Damaging winds, large hailstones and heavy rainfall are referred to in the BOM Severe Weather Warning issued for 1 December 2020 initially at 10:52 pm Tuesday, 1 December 2020, reference number IDN21033; all of which were 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 **3 December 2020 to 17 January**

**2021** 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 **20201203-NSW-E-C-P-NORTH EASTERN 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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