

Customer Service Advice from Telstra

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

The Northern Rivers and Mid North Coast Districts and part of the Northern Tablelands District of New South Wales were impacted by extreme weather on or about Saturday 12 December 2020 through to Wednesday 16 December 2020.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 3,700 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Duranbah Beach on the QLD/NSW border following the coastline south past Kingscliff, Byron Bay, Port Macquarie and Forster to Seal Rocks, then west to Stroud. From Stroud the area turns north to Nowendoc, northwest past Bendemeer to Warrabah, and northeast to Glen Innes then northwest Bonshaw. The area heads north to the NSW/QLD border and follows the border easterly back to Duranbah 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 6550 0000	To	02 6569 9999
02 4916 7000	To	02 4916 9999	02 6580 0000	To	02 6604 9999
02 4980 8000	To	02 4999 7999	02 6618 0000	To	02 6692 9999
02 5524 0000	To	02 5534 3999	02 6734 5000	To	02 6739 5999
02 5556 0000	To	02 5556 4999	07 5506 0000	To	07 5524 9999
02 5594 2000	To	02 5594 9999	07 5536 0000	To	07 5536 9999
02 5620 0000	To	02 5622 9999	07 5565 1000	To	07 5569 9799
02 6537 0000	To	02 6539 9999	07 5586 6000	To	07 5599 9999

We anticipate that the majority of services will be restored by 31 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 extreme weather events can be sourced from the Bureau of Meteorology (BOM). Heavy rainfall, damaging winds and abnormally high tides are referred to in the BOM Severe Weather Warning issued for 12 December 2020 initially at 12:07 am Saturday, 12 December 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 **15 December 2020** to **31 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 **20201215-NSW-E-C-P-NORTHERN RIVERS AND MID NORTH COAST**. 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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