

# Customer Service Advice from Telstra

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

The Northern Rivers and Mid North Coast Districts and parts of the North West Slopes and Plains, and Northern Tablelands Districts of New South Wales were impacted by severe weather on or about Monday 22 February 2021 through to Thursday 25 February 2021.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 1,700 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 Dark Point, then northwest to Stroud. From Stroud the area continues northwest to Nowendoc, northeast to Yarrowitch, north to Wards Mistake then west to Wandsworth. The area turns southeast to Warrabah, northwest to Bangheet, then northeast to Blue Nobby. From Blue Nobby 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	<b>To</b>	02 4052 6999	02 6618 0000	<b>To</b>	02 6692 9999
02 4916 7000	<b>To</b>	02 4916 9999	02 6720 0000	<b>To</b>	02 6739 9999
02 4980 8000	<b>To</b>	02 4999 7999	02 6771 1500	<b>To</b>	02 6779 4299
02 5524 0000	<b>To</b>	02 5534 3999	07 4653 1200	<b>To</b>	07 4653 9999
02 5556 0000	<b>To</b>	02 5556 4999	07 4671 2300	<b>To</b>	07 4675 3999
02 5594 2000	<b>To</b>	02 5594 9999	07 5506 0000	<b>To</b>	07 5524 9999
02 5620 0000	<b>To</b>	02 5622 9999	07 5536 0000	<b>To</b>	07 5536 9999
02 6537 0000	<b>To</b>	02 6539 9999	07 5565 1000	<b>To</b>	07 5569 9799
02 6550 0000	<b>To</b>	02 6569 9999	07 5586 6000	<b>To</b>	07 5599 9999
02 6580 0000	<b>To</b>	02 6604 9999			

We anticipate that the majority of services will be restored by 28 March 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). Heavy rainfall, damaging winds and large hailstones are referred to in the BOM Severe Weather Warning issued for 22 February 2021 initially at 4:09 pm Monday, 22 February 2021, 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 **25 February 2021** to **28 March 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 **20210225-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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