

# Customer Service Advice from Telstra

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

As previously notified by Telstra on Tuesday 5 April 2022, the Northern Rivers, Mid North Coast and Northern Tablelands Districts, and parts of the Hunter, and North West Slopes & Plains Districts of New South Wales were impacted by severe weather on or about Saturday 26 March 2022 through to Wednesday 30 March 2022. This event resulted in extensive damage to Telstra's telecommunications network. Due to the extent of damage to the Telstra network, the impact in the affected region has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has now been extended to 29 May 2022.

The effect of these circumstances applies to an additional 800 services bringing the total number of services impacted to approximately 2,500 services. This number may increase as Telstra assesses the full effect of the severe weather conditions. Based on current information, the resumption date of normal service operations is expected to be 29 May 2022. This date is indicative only; Telstra customers should anticipate that some further delays may occur.

Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at the area starting at Duranbah Beach on the QLD/NSW border following the coastline south past Byron Bay, Port Macquarie and Forster to Dark Point then northwest to Bandon Grove. From Bandon Grove the area heads north to Nowendoc, northwest to Limbri, north to Bendemeer then northwest to Pallal. The area turns north to Gravesend, northeast to Blue Nobby then north to the NSW/QLD border and continues following 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.

### **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 6618 0000	To	02 6692 9999
02 4916 7000	To	02 4916 9999	02 6720 0000	To	02 6739 9999
02 4980 8000	To	02 4999 7999	02 6760 7500	To	02 6779 9999
02 5524 0000	To	02 5534 3999	02 6792 2000	To	02 6792 4899
02 5556 0000	To	02 5556 4999	07 4653 1200	To	07 4653 9999
02 5594 2000	To	02 5594 9999	07 4671 2300	To	07 4675 3999
02 5620 0000	To	02 5622 9999	07 5506 0000	To	07 5524 9999
02 5775 0000	To	02 5775 9999	07 5536 0000	To	07 5536 9999
02 6537 0000	To	02 6539 9999	07 5565 1000	To	07 5569 9799
02 6550 0000	To	02 6569 9999	07 5586 6000	To	07 5599 9999
02 6580 0000	To	02 6604 9999			

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 the severe weather events, which included heavy rainfall which occurred in the affected regions can be sourced from the Bureau of Meteorology (BOM). The BOM issued Severe Weather Warnings regarding these events commencing from on or about Saturday 26 March 2022 through to Wednesday 30 March 2022. Additionally, these unusually severe weather events have been widely reported by most of the news media.

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 **30 March 2022** to **29 May 2022** 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 **20220330-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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