

# 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, Central Tablelands and North West Slopes & Plains Districts of New South Wales.**

The Northern Rivers, Mid North Coast and Northern Tablelands Districts and parts of the Hunter, Central Tablelands and North West Slopes & Plains Districts of New South Wales were impacted by severe weather on or about Monday 21 February 2022 through to Thursday 24 February 2022 and again Friday 25 February 2022 through Monday 28 February 2022.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 2,100 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at starting at Duranbah Beach on the QLD/NSW border following the coastline south past Byron Bay, Port Macquarie and Newcastle to the Barrenjoey Lighthouse then northwest to Canoelands. From Canoelands the heads north to Bucketty, west to Glen Davis, north to Merriwa then northwest to Rocky Glen. The area turns northeast past Gravesend 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 4014 0000	To	02 4015 9999	02 6520 0000	To	02 6526 9999
02 4028 0000	To	02 4052 7999	02 6537 0000	To	02 6604 9999
02 4088 0000	To	02 4088 7999	02 6618 0000	To	02 6701 9999
02 4321 0000	To	02 4399 9999	02 6720 0000	To	02 6795 6199
02 4902 0000	To	02 4999 9999	02 9973 8000	To	02 9973 8999
02 5524 0000	To	02 5534 3999	02 9985 0000	To	02 9985 9999
02 5556 0000	To	02 5556 4999	07 4653 1200	To	07 4653 9999
02 5593 8000	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 5712 9000	To	02 5712 9999	07 5536 0000	To	07 5536 9999
02 5732 8000	To	02 5732 8999	07 5565 1000	To	07 5569 9799
02 5775 0000	To	02 5776 9999	07 5586 6000	To	07 5599 9999
02 5794 6000	To	02 5794 6999			

We anticipate that the majority of services will be restored by 27 March 2022. 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 21 February 2022 initially at

2:14 pm Monday, 21 February 2022, 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 2022 to 27 March 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 **20220225-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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