

# Customer Service Advice from Telstra

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

As previously notified by Telstra on Thursday 25 March 2021, the Mid North Coast, Hunter, and Northern Tablelands Districts and parts of the Northern Rivers, Central Tablelands, and North West Slopes and Plains Districts of New South Wales were impacted by extreme weather on or about Thursday 18 March 2021 through to Tuesday 23 March 2021. 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 23 May 2021.

The effect of these circumstances applies to an additional 1,250 services bringing the total number of services impacted to approximately 5,250 services. This number may increase as Telstra assesses the full effect of the extreme weather conditions. Based on current information, the resumption date of normal service operations is expected to be 23 May 2021. This date is indicative only; Telstra customers should anticipate that some further delays may occur.

Telstra services encompassed in this exemption are in the area bounded by and including, but are not limited to the area starting at Wooyung Beach following the coastline south past Byron Bay, Port Macquarie and Newcastle to Caves Beach, then west to Bucketty. From Bucketty the area turns northwest to Wollemi, northeast to Chichester, and north to Nowendoc, then northwest past Barraba to Berrigal. The area heads northeast past Gravesend to Blue Nobby, north to the NSW/QLD border and follows the border easterly past Texas and Mount Lindesay to Tyalgum Creek, and southeast to Rowlands Creek then northeast back to Wooyung Beach. All suburbs and towns, offshore 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 6520 1999
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 6692 9999
02 4902 0000	To	02 4999 9999	02 6720 0000	To	02 6739 9999
02 5524 0000	To	02 5534 3999	02 6760 7500	To	02 6779 9999
02 5556 0000	To	02 5556 4999	02 6792 2000	To	02 6792 4899
02 5594 2000	To	02 5594 9999	07 4653 1200	To	07 4653 9999
02 5620 0000	To	02 5622 9999	07 4671 2300	To	07 4675 3999
02 5775 0000	To	02 5775 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 extreme weather events, which included heavy rainfall, damaging winds and flash flooding 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 Thursday 18 March 2021 through to Tuesday 23 March 2021. Additionally these unusually extreme 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 **22 March 2021 to 23 May 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 **20210322-NSW-E-C-P-MID NORTH COAST AND SURROUNDING DISTRICTS** 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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