

Customer Service Advice from Telstra

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

The Mid North Coast, Northern Rivers, Hunter, Northern Tablelands Districts and parts of the 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.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 4,000 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 Patonga crossing the Hawkesbury River to Gungah Point. From Gungah Point the area turns northeast to Berowra Creek, north to Bucketty, northwest to Wollemi, and north to Merriwa then northeast to Kars Springs. The area heads northwest to Box Ridge, northeast to Pallal, northwest to Gravesend then northeast to Blue Nobby. From Blue Nobby the area heads north to the NSW/QLD border and follows the border easterly past Texas and Mount Lindesay 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 2 May 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 flash flooding are referred to in the BOM Severe Weather Warning issued for 18 March 2021 initially at 4:58

am Thursday, 18 March 2021, 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 **22 March 2021** to **2 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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