

# Customer Service Advice from Telstra

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

As previously notified by Telstra on Thursday 25 November 2021, the Northern Tablelands and Mid North Coast Districts and parts of the Hunter, Northern Rivers, Central Tablelands and North West Slopes and Plains Districts of New South Wales were impacted by severe weather on or about Saturday 20 November 2021 through to Sunday 21 November 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 30 January 2022.

The effect of these circumstances applies to an additional 1,850 services bringing the total number of services impacted to approximately 3,300 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 30 January 2022. 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 Beswicks Beach following the coastline south past Coffs Harbour, Port Macquarie and Forster to Dark Point, then west to Clarence Town. From Clarence Town the area heads southwest past Thornton to Wyong Creek, west to Ben Bullen, and northwest to Stuart Town then north to Mendooran. The area turns northeast past Rocky Glen and Gravesend to Blue Knobby then north to the NSW/QLD border. The area continues following the border easterly past Bonshaw to the Numinbah Rd Border Crossing Lookout, southeast to Huonbrook, south to Corndale then southeast back to Beswicks 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 4015 0000	To	02 4015 9999	02 5794 6000	To	02 5794 6999
02 4035 8000	To	02 4052 7999	02 6305 0000	To	02 6305 3999
02 4909 0000	To	02 4916 9999	02 6357 0000	To	02 6358 8699
02 4930 0000	To	02 4939 9999	02 6370 0000	To	02 6379 9999
02 4980 8000	To	02 4999 7999	02 6520 0000	To	02 6604 9999
02 5524 0000	To	02 5534 3999	02 6620 0000	To	02 6701 9999
02 5556 0000	To	02 5556 4999	02 6720 0000	To	02 6795 6199
02 5593 8000	To	02 5594 9999	02 6826 0000	To	02 6826 0999
02 5620 0000	To	02 5622 9999	02 6844 6000	To	02 6849 9999
02 5712 9000	To	02 5712 9999	02 6886 3000	To	02 6886 4999
02 5732 8000	To	02 5732 8999	07 4653 1200	To	07 4653 9999
02 5775 0000	To	02 5776 9999	07 4671 2300	To	07 4675 3999

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 damaging winds, large hailstones and 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 20 November 2021 through to Sunday 21 November 2021. 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 **22 November 2021 to 30 January 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 **20211122-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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