Extreme Weather events impact service in Sydney and the Greater Sydney area

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of a series of extreme weather events in the Sydney and Greater Sydney region of NSW on or about Wednesday 25 January 2012.

Due to the effect of damage to the Telstra telecommunications network by severe thunderstorms, there has been a significant increase in the number of Telstra services being reported as faulty. As a result, there has been some disruption to service and delays to normal installation and repair activities.

Telstra apologises to any affected customers.

Information as to the nature of these severe weather events can be sourced from the Bureau of Meteorology (BOM). Heavy rains and flash flooding are referred to in the BOM Severe Weather Warning issued for 25 January 2012 initially at 10:51 pm EDT on Tuesday 24 January 2012; all of which were widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances may apply to approximately 8900 services. Some of these services may not be installed or repaired within Telstra’s standard time frames. The number of possibly affected services may increase or decrease as Telstra assesses the full effect of the extreme weather conditions. Based on current information, the resumption date of Telstra’s services may increase or decrease as Telstra assesses the full effect of the extreme weather conditions has been assessed. Telstra regrets any inconvenience caused to customers and thanks them for their patience while this work is being undertaken.

Telstra services encompassed in this exemption are in the area bounded by and following the Hawkesbury River back out to Palm Beach. All suburbs and towns, and following the Hawkesbury River through Bringelly to Warragamba, then northwest to Lawson and then follow the coastline south past Mona Vale, Dee Why, Manly, Bondi, Maroubra and Cronulla including, but are not limited to the area starting at Palm Beach, then follow the coastline back to the Liverpool region of NSW on or about Wednesday 25 January 2012.

Telstra has identified that the effect of these circumstances may apply to approximately 8900 services. Some of these services may not be installed or repaired within Telstra’s standard time frames. The number of possibly affected services may increase or decrease as Telstra assesses the full effect of the extreme weather conditions. Based on current information, the resumption date of Telstra’s services may increase or decrease as Telstra assesses the full effect of the extreme weather conditions has been assessed. Telstra regrets any inconvenience caused to customers and thanks them for their patience while this work is being undertaken.

Telstra services encompassed in this exemption are in the area bounded by and following the Hawkesbury River back out to Palm Beach. All suburbs and towns, and following the Hawkesbury River through Bringelly to Warragamba, then northwest to Lawson and then follow the coastline south past Mona Vale, Dee Why, Manly, Bondi, Maroubra and Cronulla including, but are not limited to the area starting at Palm Beach, then follow the coastline back to the Liverpool region of NSW on or about Wednesday 25 January 2012.

As these circumstances were outside of Telstra’s control, Telstra is claiming an exemption from compliance with timeframes and performance standards required under the Telecommunications (Customer Service Guarantee) Standard 2011. Therefore Telstra is notifying customers that normal installation and repair time frames may not be met during the period from 27 January 2012 to 8 February 2012 inclusive (based on Telstra’s estimated recovery schedule correct at the time of publication of this notice) and, under section 21 of the Telecommunications (Customer Service Guarantee) Standard 2011, Telstra will be exempt from complying with performance standards during this period.

If you have any questions regarding your eligibility for a CGS payment under this notice, or would like us to reconsider whether the circumstances were a proper basis for claiming an exemption, you may contact us on the number displayed on your telephone account or alternatively on 132203 for service difficulties and faults.

Copies of this notice are available on our Internet site at http://telstra.com.au/about/telstra/commitments/mass-service-disruption/ or you may request a copy by calling one of the Telstra numbers mentioned above.

If, after calling Telstra on one of the above numbers, you remain unsatisfied with our response to your query, you have the option of raising the matter with the Telecommunications Industry Ombudsman (TIO). Information on the TIO and contact details are available on the Internet (www.tio.com.au) and in the White Pages® telephone directory.