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 Metropolitan, Greater Sydney, Hunter, Illawarra, South Coast, Central Tablelands, South West Slopes, Central West Slopes and Plains districts.

Due to the effect of damage to the Telstra telecommunications network by severe thunderstorms, heavy rain and flash flooding there has been a significant increase in the number of Telstra services being reported as faulty. As a result, there has been a significant 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 Weatherzone.com. Very heavy rainfall, damaging winds and damaging surf are referenced; 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 28,600 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 normal service operations is expected to be 22 June 2012. This date is indicative only, however, and may be subject to change once the full impact of the extreme weather conditions has been assessed. Telstra regrets any inconvenience caused to customers and is offering the option of raising the matter with us, by calling one of the Telstra numbers mentioned above.

If you have any questions regarding your eligibility for a CSG payment under this circumstance, you may contact us on the number displayed on your telephone account or alternatively on 132203 for service difficulties or 132200 for sales, installations and billing. Telstra apologises to any affected customers.

As these circumstances were outside of Telstra’s control, Telstra is claiming an exemption from compliance with the Customer Service Guarantee from 13 June 2011 through to Tuesday 12 June 2012. All of which were widely reported in the news media after the events.

In the section on ‘2. Normal service operations not expected to be restored by 22 June 2012’, 02 8230 0190 is incorrect. The number to be called is 02 8230 0199.

As a result, however, and may be subject to change once the full impact of the extreme weather conditions. Based on current information, the resumption date of Telstra’s normal service operations is expected to be 22 June 2012. This date is indicative only, however, and may be subject to change once the full impact of the extreme weather conditions has been assessed. Telstra regrets any inconvenience caused to customers and is offering the option of raising the matter with us, by calling one of the Telstra numbers mentioned above.

If you have any questions regarding your eligibility for a CSG payment under this circumstance, you may contact us on the number displayed on your telephone account or alternatively on 132203 for service difficulties or 132200 for sales, installations and billing- quoting CSG Exemption Reference number 20120613-NSW-E-C-P-CENTRAL & COASTAL NSW & SYDNEY.