Customer Service Advice from Telstra

Severe Weather events impact service in the Sydney Metropolitan District and parts of the Illawarra, Southern Tablelands, Central Tablelands, Central West Slopes & Plains and Hunter Districts of New South Wales.

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of a series of severe weather events in the Sydney Metropolitan District and parts of the Illawarra, Southern Tablelands, Central Tablelands, Central West Slopes & Plains and Hunter Districts of New South Wales on or about Tuesday 21 March 2017 through to Wednesday 22 March 2017.

Due to the effect of damage to the Telstra telecommunications network by heavy rainfall 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 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 rainfall and flash flooding are referred to in the BOM Severe Weather Warning issued for Tuesday 21 March 2017 initially at 12.36pm reference number (IDN65156); 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 30,730 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 severe weather conditions. Based on current information, the resumption date of Telstra’s normal service operations is expected to be 30 April 2017. This date is indicative only, however, and may be subject to change once the full impact of the severe 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 including, but are not limited to the area starting at Palm Beach following the coastline south to Oak Flats. From Oak Flats, the area turns west to Albion Park and Robertson before turning south west to Penrose. From Penrose the area continues south west to Bungonia, then south east to Nerriga. From Nerriga, the area heads south west to Araluen and then to Anembo. From Anembo, the area heads west across the border into the Australian Capital Territory to Rendezvous Creek. From Rendezvous Creek, the area turns north west into New South Wales to Brindabella. From Brindabella, the area turns north to Wee Jasper and north west to Gobarralong. From Gobarralong, the area heads north east to Berremangra and Rugby. From Rugby the area heads north to Burrgra and Freemantle. From Freemantle the area continues north to Hill End. From Hill End the area continues north through Hargraves, Goolma and Dunedoo. From Dunedoo. From Dunedoo the area turns north east to Coolah and then turns south east to Merriwa. From Merriwa the area turns south west to Budden and then turns south east to Glen Davis. From Glen Davis the area turns south east to Saint Albans and then Glenorie. From Glenorie the area continues south east to Berowra before turning north east to Palm Beach. All suburbs and towns serviced by Telstra within these boundaries are encompassed in this exemption.

Services in the area mentioned above with phone numbers in the following number ranges may have been affected:
As these circumstances were outside of Telstra’s control, Telstra is claiming an exemption from compliance with time frames 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 22 March 2017 to 30 April 2017 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 CSG 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 or 132200 for sales, installations and billing- quoting CSG Exemption reference number 20170322-NSW-E-C-P-SYDNEY METROPOLITAN AND SURROUNDING DISTRICTS.

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 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.

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