

## Customer Service Advice from Telstra

### Delay due to severe weather in parts of the Sydney Metropolitan District of New South Wales.

Part of the Sydney Metropolitan District of New South Wales was impacted by severe weather on or about Wednesday 7 June 2017 through to Thursday 8 June 2017. This event resulted in extensive damage to Telstra's telecommunications network.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 7,000 of Telstra services in the area bounded by and including, but not limited to, the area starting at Kurnell following the coastline past Cronulla into Port Hacking to the Bungoona Lookout. From the Bungoona Lookout the area heads west to Engadine, north to Picnic Point, northwest to Warwick Farm then west to Middleton Grange. The area heads northwest to Badgerys Creek, north to Claremont Meadows, east to Seven Hills then northwest to Box Hill. From Box Hill the area turns northeast to Maraylya, southeast to the Berowra Valley National Park, northeast to Cottage Point, and southeast to Elvina Bay then southwest to Ingleside. The area heads south past Allambie Heights to North Balgowlah, southwest to Cammeray and continues southwest crossing the Parramatta River to Drummoyne then south to Petersham. From Petersham the area heads southwest to Kingsgrove, south to Sylvania and follows the shoreline easterly back to Kurnell are impacted. All suburbs and towns serviced by Telstra within these boundaries are encompassed in this exemption.

### 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 8044 5000	To	02 8044 9999	02 8633 1000	To	02 8633 9999
02 8204 0900	To	02 8204 0999	02 8700 0000	To	02 8925 7799
02 8220 1400	To	02 8229 6999	02 8962 4000	To	02 8978 8999
02 8240 1000	To	02 8285 9999	02 9111 0000	To	02 9111 9999
02 8297 4700	To	02 8306 8799	02 9144 0000	To	02 9153 9999
02 8332 1400	To	02 8353 9799	02 9181 0000	To	02 9181 9999
02 8372 1000	To	02 8372 9499	02 9200 0000	To	02 9225 2999
02 8383 0700	To	02 8383 2599	02 9235 8000	To	02 9312 6999
02 8422 3200	To	02 8448 9999	02 9322 8000	To	02 9336 8499
02 8467 0000	To	02 8467 9999	02 9350 9000	To	02 9508 0999
02 8512 2000	To	02 8543 9999	02 9521 0000	To	02 9551 3999
02 8558 8000	To	02 8577 0899	02 9561 4000	To	02 9996 7999
02 8596 5000	To	02 8596 5099			

We anticipate that the majority of services will be restored by 2 July 2017. 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 severe weather events can be sourced from Weatherzone at [www.weatherzone.com.au](http://www.weatherzone.com.au). Very heavy rainfall is referred to within this

site for Wednesday 7 June 2017 through to Thursday 8 June 2017; 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 **8 June 2017** to **2 July 2017** 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 **20170608-NSW-E-C-P-SYDNEY METROPOLITAN**. 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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