

# Customer Service Advice from Telstra

## **Newcastle 500 impacts service in and around the Newcastle area of New South Wales.**

Telstra is working to manage the significant impact to Telstra service delivery due to the Newcastle 500 motoring event, in and around the Newcastle area of New South Wales on Friday 24 November 2017 through to Sunday 26 November 2017.

Access to the immediate area and surrounding suburbs is expected to be restricted due to the many road closures surrounding the race track area, and the resulting congestion on other arterial roads providing access to the area. This is expected to severely restrict normal access and activity in those areas.

As a result, some disruption to service delivery and delays to normal installation and repair activities is expected during the event and for a short time after, while any resulting backlog of requests is resolved.

Telstra apologises to any affected customers.

Information about the extent of the road closures can be sourced from the City of Newcastle site <http://www.newcastle.nsw.gov.au/Supercars/Home>. This information was also expected to be widely reported in the news media.

Telstra has identified that the effect of these circumstances may apply to approximately 200 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 Newcastle 500 motoring event. Based on current information, the resumption date of Telstra's normal service operations is expected to be 3 December 2017. This date is indicative only, however, and may be subject to change once the full impact of the event 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 not limited to, the area starting at Nobbys Lighthouse following the coastline southwest to Susan Gilmore Beach then west to Merewether Golf Club. From the Merewether Golf Club the area turns northeast to Gregson Park, west to the Hunter River and then following the coastline back to Nobbys Lighthouse. 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:

02 4014 6000	To	02 4014 6299	02 4902 0000	To	02 4985 8999
02 4033 4000	To	02 4033 4999			

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 **24 November 2017** to **3 December 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.

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 **20171124-NSW-E-E-P-NEWCASTLE 500**. 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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