

# Customer Service Advice from Telstra

## **Delay due to severe weather in parts of Sydney Metropolitan and Hunter Districts of New South Wales.**

The Sydney Metropolitan and Hunter Districts of New South Wales were impacted by severe weather on or about Sunday 25 February 2018 through to Monday 26 February 2018. 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 4,350 of Telstra services encompassed in this exemption are in the area bounded by and including, but not limited to, the area starting at Palm Beach following the coastline south past Dee Why to Freshwater. From Freshwater the area heads southeast to Dobroyd Head crossing north harbour south to Middle Head then follows Sydney Harbour past Taronga Zoo and Luna Park to Manns Point. The area then crosses the Parramatta River to Birkenhead Point and heads southeast to Ashbury, northeast to Strathfield, and north to Wentworth Point then southeast to Old Guildford. From Old Guildford the area heads northwest to Merrylands West, northeast to Camellia, north to Oatlands, then northwest to Seven Hills. The area turns northeast to Bella Vista, northwest past Marsden Park and Yarramundi to Berambing, then northeast to Womerah. From Womerah the area turns east to Upper MacDonald, southeast to Spencer, and south to Berowra Heights then northeast back to Palm Beach. 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 4560 0000	To	02 4588 9999	02 8899 0000	To	02 8925 7799
02 8220 1400	To	02 8229 6999	02 8962 4000	To	02 8978 8999
02 8240 3800	To	02 8262 2499	02 9111 0000	To	02 9111 9999
02 8272 3000	To	02 8285 9999	02 9144 0000	To	02 9144 9999
02 8297 4700	To	02 8306 8799	02 9181 0000	To	02 9181 9999
02 8332 1400	To	02 8339 2999	02 9200 0000	To	02 9225 2999
02 8353 9700	To	02 8353 9799	02 9235 8000	To	02 9278 8699
02 8372 1000	To	02 8372 9499	02 9290 6900	To	02 9293 9999
02 8383 0700	To	02 8383 2599	02 9304 2800	To	02 9336 8499
02 8422 0000	To	02 8448 9999	02 9352 4000	To	02 9505 7299
02 8467 0000	To	02 8467 7999	02 9536 0000	To	02 9551 1999
02 8514 3000	To	02 8514 3599	02 9561 4000	To	02 9568 8399
02 8565 8000	To	02 8574 1299	02 9581 6000	To	02 9582 9999
02 8596 5000	To	02 8596 5099	02 9611 5000	To	02 9617 2999
02 8704 1000	To	02 8775 6999	02 9632 0000	To	02 9666 2999
02 8799 0000	To	02 8801 0199	02 9679 0000	To	02 9722 2999
02 8812 2000	To	02 8819 6899	02 9736 0000	To	02 9819 9999
02 8831 9900	To	02 8883 3999	02 9840 4600	To	02 9999 9999

We anticipate that the majority of services will be restored by 25 March 2018. 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 the Early Warning Network at <http://www.ewn.com.au/alerts/>. Heavy rainfall and flash flooding are referred to within this site for Sunday 25 February 2018 through to Monday 26 February 2018; 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 **26 February 2018 to 25 March 2018** 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 **20180226-NSW-E-C-P-NORTH AND WEST SYDNEY AND SURROUNDING DISTRICT**. 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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