

Customer Service Advice from Telstra

Delay due to severe weather events in the Sydney Metropolitan District.

The Sydney Metropolitan District of New South Wales was impacted by severe weather on or about Friday 7 September 2018.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 7,850 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Hornby Lighthouse following the coastline south past Sydney and Cronulla to Bundeena. From Bundeena the area heads northwest to Lucas Heights, west to Woodbine, and north to Middleton Grange then northwest to Erskine Park. The area turns east past Graystanes to Rosehill, northeast to Rydalmere then southeast to Silverwater Park. From Silverwater Park the area follows the Parramatta River easterly to Sydney Harbour past Potts Point and Vacluse back to the Hornby Lighthouse. All suburbs and towns, including metropolitan Sydney, off shore islands and coastal areas 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 8955 0000	To	02 8978 9799
02 8202 0000	To	02 8204 9999	02 9031 0000	To	02 9031 9899
02 8217 0000	To	02 8312 9999	02 9105 0000	To	02 9106 4999
02 8332 0000	To	02 8399 9999	02 9120 0000	To	02 9130 9999
02 8423 5000	To	02 8437 9499	02 9150 0000	To	02 9153 9999
02 8448 3400	To	02 8448 3499	02 9181 0000	To	02 9181 9999
02 8509 5000	To	02 8543 9999	02 9200 1000	To	02 9436 5499
02 8558 0000	To	02 8596 9999	02 9448 9000	To	02 9649 9999
02 8650 0000	To	02 8650 9999	02 9660 0000	To	02 9866 9999
02 8665 4000	To	02 8665 4999	02 9877 4600	To	02 9966 3999
02 8700 0000	To	02 8887 2999	02 9976 7200	To	02 9996 9999
02 8899 1400	To	02 8925 8999			

We anticipate that the majority of services will be restored by 30 September 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 Bureau of Meteorology (BOM). Heavy rainfall, large hailstones and damaging winds are referred to in the BOM Severe Weather Warning issued for 7 September 2018 initially at 4:34 pm Friday, 7 September 2018, reference number IDN21033; 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 **10 September 2018** to **30 September 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 **20180910-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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