

# Customer Service Advice from Telstra

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

As previously notified by Telstra on 29 October 2018, the Sydney Metropolitan District of New South Wales was impacted by severe weather on or about Thursday 4 October 2018. This event resulted in extensive damage to Telstra's telecommunications network. Due to the extent of damage to the Telstra network, the impact in the affected region has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has now been extended to 2 December 2018.

The effect of these circumstances applies to an additional 8,400 services bringing the total number of services impacted to approximately 33,200 services. This number may increase as Telstra assesses the full effect of the severe weather conditions. Based on current information, the resumption date of normal service operations is expected to be 2 December 2018. This date is indicative only; Telstra customers should anticipate that some further delays may occur.

Telstra services encompassed in this exemption are in the area bounded by and including, but are not limited to the area starting at Turimetta Head following the coastline south past Sydney and Cronulla to Bundeena. From Bundeena the area heads southwest to Waterfall, northwest past Oran Park to Warragamba, northeast to Orchard Hills and northwest to Winmalee then northeast to Yarramundi. The area turns east past Windsor, Arcadia to Berowra then southeast back to Turimetta Head. 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 4774 6000	To	02 4774 9999	02 8664 7000	To	02 8670 9999
02 8044 5000	To	02 8044 9999	02 8700 0000	To	02 8925 9999
02 8202 0000	To	02 8204 9999	02 8955 0000	To	02 8978 9999
02 8217 0000	To	02 8312 9999	02 9019 0000	To	02 9020 6099
02 8332 0000	To	02 8399 9999	02 9031 0000	To	02 9031 9999
02 8422 0000	To	02 8448 9999	02 9105 0000	To	02 9106 4999
02 8467 3000	To	02 8467 9999	02 9120 0000	To	02 9130 9999
02 8508 0000	To	02 8543 9999	02 9144 0000	To	02 9153 9999
02 8558 0000	To	02 8596 9999	02 9181 0000	To	02 9181 9999
02 8633 1000	To	02 8633 9999	02 9200 0000	To	02 9996 9999
02 8650 0000	To	02 8650 9999			

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 the severe weather events, which included heavy rainfall and flash flooding which occurred in the affected regions can be sourced from the Bureau

of Meteorology (BOM). The BOM issued Severe Weather Warnings regarding these events commencing from on or about Thursday, 4 October 2018. Additionally these unusually severe weather events have been widely reported by most of the news media.

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 **4 October 2018** to **2 December 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 **20181004-NSW-E-C-P-SYDNEY METROPOLITAN AND SURROUNDING AREA**. 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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