

# Customer Service Advice from Telstra

## **Delay due to criminal damage in the Sydney Metropolitan Area.**

As previously notified by Telstra on Friday 26 July 2019, a number of Telstra network facilities across the greater Sydney Metropolitan area were damaged by third parties on or about Tuesday 16 July 2019. This event resulted in extensive damage to Telstra's telecommunications network. To ensure the safety of our people, contractors, access seekers and customers, and in compliance with the *Work Health and Safety Act 2011*, the affected sites will be closed to normal activity, until safety inspections have been completed and any safety issues resolved. We are also implementing additional security measures across our facilities in Sydney.

Due to these circumstances, the impact in the affected region has been greater than initially estimated, the expected recovery date has now been extended to 18 August 2019.

The effect of these circumstances applies to an additional 2,000 services bringing the total number of services impacted to approximately 5,000 services. Based on current information, the resumption date of normal service operations is expected to be 18 August 2019. 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 Ben Buckler Point following the coastline south past Bondi Beach and Coogee to Cronulla. From Cronulla the area heads west past Lucas Heights to Woodbine, northwest to Rossmore then north to Oxley Park. The area turns northeast past Kenthurst to Berowra Heights, southeast to Forestville, south to Surry Hills then east back to Ben Buckler Point. 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 8217 4700	<b>To</b>	02 8263 3599	02 8700 2700	<b>To</b>	02 8887 7999
02 8298 0900	<b>To</b>	02 8306 8799	02 8899 1400	<b>To</b>	02 8901 3899
02 8332 6800	<b>To</b>	02 8383 9999	02 8913 9000	<b>To</b>	02 8913 9099
02 8394 4600	<b>To</b>	02 8399 8999	02 8925 8400	<b>To</b>	02 8925 8999
02 8422 3200	<b>To</b>	02 8426 9999	02 8968 2400	<b>To</b>	02 8968 2499
02 8437 0000	<b>To</b>	02 8440 8199	02 9144 0000	<b>To</b>	02 9153 9999
02 8467 5100	<b>To</b>	02 8467 9999	02 9200 2000	<b>To</b>	02 9225 3999
02 8512 0000	<b>To</b>	02 8525 8999	02 9243 1000	<b>To</b>	02 9255 8799
02 8536 2600	<b>To</b>	02 8543 9999	02 9266 9000	<b>To</b>	02 9649 9999
02 8558 0000	<b>To</b>	02 8585 4999	02 9661 0000	<b>To</b>	02 9915 9999
02 8596 7300	<b>To</b>	02 8596 7399	02 9930 7800	<b>To</b>	02 9952 9999
02 8633 7000	<b>To</b>	02 8633 7999	02 9980 0000	<b>To</b>	02 9988 7999
02 8664 9500	<b>To</b>	02 8670 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?**

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 **17 July 2019** to **18 August 2019** 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 **20190717-NSW-E-F-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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