

Customer Service Advice from Telstra

Delay due to criminal damage in the Sydney Metropolitan Area.

A number of Telstra network facilities across the greater Sydney Metropolitan area have been damaged by third parties on or about Tuesday 16 July 2019. To ensure the safety of our people, contractors, access seekers and customers, and in compliance with the *Work Health and Safety Act 2011* (NSW), 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. We apologise for any inconvenience.

As a result of the circumstances described above, there has been an interruption to Telstra's normal operations leading to delays in installation and repair activities. As many as 3,000 Telstra services are impacted in the area bounded by and including, but 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	To	02 8263 3599	02 8700 2700	To	02 8887 7999
02 8298 0900	To	02 8306 8799	02 8899 1400	To	02 8901 3899
02 8332 6800	To	02 8383 9999	02 8913 9000	To	02 8913 9099
02 8394 4600	To	02 8399 8999	02 8925 8400	To	02 8925 8999
02 8422 3200	To	02 8426 9999	02 8968 2400	To	02 8968 2499
02 8437 0000	To	02 8440 8199	02 9144 0000	To	02 9153 9999
02 8467 5100	To	02 8467 9999	02 9200 2000	To	02 9225 3999
02 8512 0000	To	02 8525 8999	02 9243 1000	To	02 9255 8799
02 8536 2600	To	02 8543 9999	02 9266 9000	To	02 9649 9999
02 8558 0000	To	02 8585 4999	02 9661 0000	To	02 9915 9999
02 8596 7300	To	02 8596 7399	02 9930 7800	To	02 9952 9999
02 8633 7000	To	02 8633 7999	02 9980 0000	To	02 9988 7999
02 8664 9500	To	02 8670 9999			

We anticipate that the majority of services will be restored by 4 August 2019. We are sorry for any inconvenience this delay may cause and assure you we are working hard to get things back on track.

What else do you need to know?

Due to this event, we are 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 **4 August 2019** inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities.

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://telstra.com.au/abouttelstra/commitments/mass-service-disruption/> or you may request a copy by calling the Telstra number mentioned above.

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