

Customer Service Advice from Telstra

Delay due to severe weather events in parts of Sydney Metropolitan District and part of the Hawkesbury region of New South Wales.

Sydney Metropolitan District and part of the Hawkesbury region of New South Wales were impacted by severe weather on or about Tuesday 26 November 2019.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 2,250 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Barrenjoey Head following the coastline south past Manly to North Head. At North Head the area turns southwest to Drummoyne, northwest to Parramatta and north to Baulkham Hills. The area turns east to Beecroft, northwest to Dural, north to Forest Glen and northeast to Bar Point. From Bar Point, the area follows the Hawkesbury River east back to Barrenjoey 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 8220 1400	To	02 8285 9999	02 9031 9900	To	02 9031 9999
02 8337 6000	To	02 8356 0699	02 9144 0000	To	02 9144 9999
02 8372 1000	To	02 8372 2999	02 9200 0000	To	02 9214 9999
02 8383 0700	To	02 8383 7199	02 9225 3200	To	02 9225 3299
02 8394 0000	To	02 8394 0999	02 9235 8000	To	02 9293 7999
02 8422 0000	To	02 8448 9999	02 9305 5100	To	02 9336 8499
02 8467 0000	To	02 8467 9999	02 9352 4300	To	02 9499 9999
02 8495 0000	To	02 8495 9999	02 9551 1000	To	02 9551 3999
02 8565 8000	To	02 8572 7599	02 9561 9200	To	02 9568 8399
02 8586 1400	To	02 8588 6999	02 9647 5000	To	02 9658 8999
02 8732 9000	To	02 8736 9999	02 9694 8000	To	02 9694 8999
02 8752 7800	To	02 8755 1499	02 9739 2000	To	02 9739 2999
02 8873 3300	To	02 8879 6699	02 9751 0000	To	02 9751 4999
02 8899 5300	To	02 8925 9999	02 9802 1600	To	02 9819 1099
02 8962 0000	To	02 8980 9999	02 9844 2000	To	02 9889 3699
02 9020 6000	To	02 9020 6099	02 9900 0000	To	02 9999 9999

We anticipate that the majority of services will be restored by 22 December 2019. 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). Large hailstones and damaging winds are referred to in the BOM Severe Weather Warning issued for 26 November 2019 initially at 12:18 pm Tuesday,

26 November 2019, reference number IDN21035; 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 **27 November 2019** to **22 December 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 **20191127-NSW-E-C-P-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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