

# Customer Service Advice from Telstra

## **Delay due to severe weather events in the Sydney Metropolitan District and parts of the Central Tablelands and Hunter Districts of New South Wales.**

The Sydney Metropolitan District and parts of the Central Tablelands and Hunter Districts of New South Wales were impacted by severe weather on or about Thursday 16 January 2020 through to Friday 17 January 2020.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 7,100 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Barrenjoey Lighthouse following the coastline south past Sydney and Cronulla to Bundeena. From Bundeena the area heads northwest to Minto, west to Harrington Park, and northwest to Warragamba then west to Gingkin. The area turns north to Running Stream, southeast to Mount Tomah, and northeast to Womerah then east to Upper MacDonald. From Upper MacDonald the area heads southeast to Ten Mile Hollow, south to Singletons Mill then southeast back to the Barrenjoey 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 4560 0000	To	02 4588 9999	02 8509 5000	To	02 8525 8999
02 4720 1400	To	02 4739 9999	02 8536 0000	To	02 8543 6999
02 4751 0000	To	02 4759 9999	02 8558 0000	To	02 8594 5999
02 4773 0000	To	02 4788 9999	02 8664 9500	To	02 8670 9999
02 6350 0000	To	02 6359 4999	02 8700 0000	To	02 8887 7999
02 8202 0000	To	02 8204 9099	02 8899 0000	To	02 8925 7999
02 8217 0000	To	02 8306 8799	02 8955 0000	To	02 8980 9999
02 8332 1400	To	02 8372 5999	02 9111 0000	To	02 9111 9999
02 8383 7100	To	02 8396 9999	02 9144 0000	To	02 9153 9999
02 8422 0000	To	02 8448 8299	02 9181 0000	To	02 9181 9999
02 8467 0000	To	02 8467 9999	02 9200 4300	To	02 9999 9999
02 8495 0000	To	02 8495 9999			

We anticipate that the majority of services will be restored by 16 February 2020. 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 and damaging winds are referred to in the BOM Severe Weather Warning issued for 16 January 2020 initially at 4:52 pm Thursday, 16 January 2020, 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 **17 January 2020** to **16 February 2020** 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 **20200117-NSW-E-C-P-SYDNEY AND SURROUNDING DISTRICTS**. 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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