

# Customer Service Advice from Telstra

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

As previously notified by Telstra on Monday 3 August 2020, parts of the Sydney Metropolitan and Central Tablelands Districts of New South Wales were impacted by severe weather on or about Sunday 26 July 2020 through to Monday 27 July 2020. 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 6 September 2020.

The effect of these circumstances applies to an additional 700 services bringing the total number of services impacted to approximately 10,200 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 6 September 2020. 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 Glenorie heading southwest to Girraween, southeast to Homebush and southwest to Riverwood then west to Padstow. The area turns southwest to Minto, northwest to Oran Park, and north to Badgerys Creek then northeast to Wetherill Park. From Wetherill Park the area heads northwest to Marsden Park, west to Castlereagh, and northwest to Bowen Mountain then southeast back to Glenorie. All suburbs and towns 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 1000	<b>To</b>	02 4588 9099	02 9335 1000	<b>To</b>	02 9335 1099
02 8423 7300	<b>To</b>	02 8423 7399	02 9393 7000	<b>To</b>	02 9393 7999
02 8633 7000	<b>To</b>	02 8633 7999	02 9421 0000	<b>To</b>	02 9426 9999
02 8664 7000	<b>To</b>	02 8664 9499	02 9600 0000	<b>To</b>	02 9645 9999
02 8700 0000	<b>To</b>	02 8725 4999	02 9671 0000	<b>To</b>	02 9688 9999
02 8738 0000	<b>To</b>	02 8741 9999	02 9701 5400	<b>To</b>	02 9796 9999
02 8758 9900	<b>To</b>	02 8758 9999	02 9821 0000	<b>To</b>	02 9863 8899
02 8771 0000	<b>To</b>	02 8869 9999	02 9896 0000	<b>To</b>	02 9896 9999
02 8882 1200	<b>To</b>	02 8888 9999	02 9912 0500	<b>To</b>	02 9920 9999
02 9203 0000	<b>To</b>	02 9208 8999	02 9933 3100	<b>To</b>	02 9933 7999

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 damaging winds, heavy rainfall and damaging surf 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 Sunday 26 July 2020 through to Monday 27 July 2020. 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 **27 July 2020 to 6 September 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 **20200727-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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