

# Customer Service Advice from Telstra

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

The Sydney Metropolitan District and parts of the Hunter, Central Tablelands and South Coast Districts of New South Wales were impacted by severe weather on or about Sunday 26 July 2020 through to Monday 27 July 2020.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 9,500 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 Stanwell Beach. From Stanwell Beach the area heads northwest to Minto, west to Harrington Park, northwest to Warragamba then north past Blaxland to Bowen Mountain. The area turns northwest to Mount Tomah, northeast to Womerah then east to Upper MacDonald. From Upper MacDonald the area heads southeast to Ten Mile Hollow, south to Singleton's 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 8558 0000	To	02 8596 9999
02 4720 0000	To	02 4739 9999	02 8633 1000	To	02 8633 9999
02 4751 4400	To	02 4757 4299	02 8650 0000	To	02 8650 9999
02 4773 0000	To	02 4777 9999	02 8664 7000	To	02 8670 9999
02 8044 5000	To	02 8044 9999	02 8700 0000	To	02 8925 9999
02 8202 0000	To	02 8204 9999	02 8955 0000	To	02 8980 9999
02 8217 0000	To	02 8312 9999	02 9019 0000	To	02 9020 6099
02 8332 0000	To	02 8399 9999	02 9031 0000	To	02 9031 9999
02 8422 0000	To	02 8448 9999	02 9105 0000	To	02 9130 9999
02 8467 0000	To	02 8467 9999	02 9144 0000	To	02 9153 9999
02 8495 0000	To	02 8495 9999	02 9181 0000	To	02 9181 9999
02 8508 0000	To	02 8543 9999	02 9200 0000	To	02 9999 9999

We anticipate that the majority of services will be restored by 23 August 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). Damaging winds, heavy rainfall and damaging surf are referred to in the BOM Severe Weather Warning issued for 26 July 2020 initially at 6:03 am Sunday, 26 July 2020, reference number IDN21037; 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 July 2020** to **23 August 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.

® Registered Trade Mark of Telstra Corporation Limited.