

EAST COAST WEATHER EVENT

NETWORK INCIDENT UPDATE



EVENT SUMMARY

Rain has eased and weather conditions have improved, however major flooding continues across parts of NSW, with particularly dangerous conditions across northern parts of the state.

Six evacuation orders were lifted on Wednesday and 3000 people were able to return to their homes, but about 20,000 people remain evacuated.

Heightened awareness remains in place as flood levels are expected to increase over the coming days.

CUSTOMER EXPERIENCE

The following services are impacted.

- Fixed Line Telephony and ISDN services in areas including Argents Hill, Bagnoo, Beverly Hills, Bobin, Boorganna, Central Colo, Central Macdonald, Crescent Head, Frazers Creek and Moonan Brook
- ADSL services in areas including Agnes Banks, Central Macdonald and Kenthurst
- NBN Voice and Data services in areas including Balmain, Bulahdelah, Coffs Harbour, Port Macquarie And Rosebery
- Loss of mobile coverage to some Telstra 3G and 4G base stations across areas including Bankstown, Haymarket, Cattai, Campsie, Charlestown, Maitland, Hallidays Point, Hamilton, City South, Karuah, Ellenborough, North Sydney, New Lambton, Richmond, Leppington, Pitt, Dorrigo, Hannam Vale, Wentworth Falls and Wingham.

Copper and fibre services in the below-listed areas may be impacted by flooding:

AGNES BANKS	ALLGOMERA	ARGENTS HILL	BAGNOO	BAKERS CREEK
BALLENGARRA	BALMAIN	BARRAGANYATTI	BEECHWOOD	BELBORA
BELFIELD	BEVERLY HILLS	BLACK HEAD	BLACKHEATH	BOBIN
BOBS FARM	BONDI JUNCTION	BOORGANNA	BOOTAWA	BROMBIN
BUCKRA BENDINNI	BULAHDELAH	BULGA FOREST	BUNGWAHL	BYABARRA
CAIRNCROSS	CARLINGFORD	CASTLE HILL	CASTLEREAGH	CATTAI
CEDAR BRUSH CREEK	CENTRAL COLO	CENTRAL MACDONALD	CHAIN VALLEY BAY	COFFS HARBOUR
COLLOMBATTI	CROYDON PARK	COLO	COLO HEIGHTS	COMBOYNE
COOLONGOLOOK	CREMORNE	CRESCENT HEAD	DEBENHAM	DOUBLE BAY
DRUMMOYNE	EDGECLIFF	ELANDS	ELLENBOROUGH	EUNGAI CREEK
EUNGAI RAIL	FERNANCES	FLINDERS	FORRESTERS BEACH	FRAZERS CREEK
GANGAT	GIRRALONG	GREENACRE	GUNDERMAN	HALLIDAYS POINT
HAMILTON SOUTH	HANNAM VALE	HARBORD	HARRINGTON PARK	HIGHER MACDONALD
HOLLISDALE	HURSTVILLE	HURSTVILLE GROVE	INNES VIEW	JOHNS RIVER
KANAHOOKA	KENTHURST	KENTLYN	KEREWONG	KILLABAKH
KILLINGWORTH	KINDEE	KIPPAXS	KRAMBACH	KURRAJONG
LAKE TABOURIE	LAPSTONE	LAURIETON	LINDEN	LITTLE BAY
LONG FLAT	LORNE	LOWER PAPPINBARRA	LOWER PORTLAND	MAITLAND
MARAYLYA	MARLEE	MASCOT	MEGALONG VALLEY	MEREWETHER
MINIMBAH	MOGO CREEK	MONDROOK	MOORAL CREEK	MORTDALE
MORTON	MOUNT DRUITT	NABIAC	NARARA	NARRABEEN NORTH
NORTH PARRAMATTA	OAKVILLE	OATLEY	PARRAMATTA	PENSHURST
PERRYS CROSSING	PIPECLAY	PADSTOW HEIGHTS	PAPPINBARRA	PITT TOWN
PORT MACQUARIE	PUTTY	RAVENSDALE	RED HEAD	REVESBY
ROSEBERY	SAINT ALBANS	SALT ASH	SANCROX	SEAL ROCKS
SMITHS LAKE	SOUTH HURSTVILLE	STEWARTS RIVER	STRATHFIELD	STRATHFIELD SOUTH
TALLWOODS VILLAGE	TAMBAN	TELEGRAPH POINT	TERMEIL	TERREY HILLS
TERRIGAL	THE JUNCTION	TIPPERARY	TITAATEE CREEK	TOMS CREEK
TUGRABAKH	UPPER COLO	UPPER MACDONALD	UPPER PAPPINBARRA	VINEYARD
WAITUI	WAKEFIELD	WALCHA	WALLACIA	WALLANBAH

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WANG WAUK	WARILLA	WAUCHOPE	WHEENY CREEK	WHERROL FLAT
WICKHAM	WILDES MEADOW	WINGHAM	WISEMANS FERRY	WOOLLAHRA
WRIGHTS CREEK	WYONG	WYONG CREEK	YARRAMALONG	YARRAMUNDI
YARROWITCH				

RESPONSE

Technicians are being dispatched to priority sites, in particular communities that are isolated, to restore network infrastructure. Access to some sites is being hampered due to flooding and road closures and is being assessed in conjunction with the Emergency Services.