



CityLink Service “Brownout”

Christmas and New Year Period December 2010 and January 2011

Christmas 2010-11 Office Hours

CityLink office hours during the Christmas and New Year period 2010-11 are as follows:

<i>Week of 20 December 2010</i>	
Monday 20 - Friday 24	8:30am to 5pm

<i>Week of 27 December 2010</i>	
Monday 27 - Friday 31	Office closed

<i>Week of 03 January 2011</i>	
Monday 03 & Tuesday 04	Office closed
Wednesday 05	8:30am to 5pm

Order Processing and Lead Times

Please note that between Monday 20 December 2010 and Tuesday 04 January 2011 inclusive, CityLink will not commission any new, additional or relocated services, or process any changes in service.

For CityLink service orders prior to the Christmas break, starting Monday 29 November 2010, an additional 2 weeks (approximately) will be added to the standard installation lead-time due to the holiday period.

Any order requiring civil works received after Friday 05 November 2010 will have a longer lead time due to council restriction. No civil works are allowed in central business districts from 01 December 2010 to 04 January 2011.

From Monday 10 January 2011, all order processing and lead times will be back to normal.

Network Outage Resolution

The CityLink Customer Fault Team will provide Network Support during this period and the usual fault reporting process will be observed. For fault reporting, you may call 04 3859003 or 0800 424 895.