



CityLink Service “Brownout”

Christmas and New Year Period December 2011 and January 2012

Christmas 2011-12 Office Hours

CityLink office hours during the Christmas and New Year period 2011-12 are as follows:

<i>Week of 19 December 2011</i>	
Monday 19 - Friday 23	8:30am to 5pm

<i>Week of 26 December 2011</i>	
Monday 26 - Friday 30	Office closed

<i>Week of 02 January 2012</i>	
Monday 02 & Tuesday 03	Office closed
Wednesday 04 on, normal trading hours	8:30am to 5pm

Order Processing and Lead Times

Please note that between Monday 19 December 2011 and Tuesday 03 January 2012 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 05 December 2011, an additional 2 weeks (approximately) may be added to the standard installation lead-time due to the holiday period.

Any order requiring civil works received after Friday 04 November 2011 may have a longer lead time due to council restriction. No civil works are allowed in central business districts from 01 December 2011 to 03 January 2012.

From Monday 09 January 2012, 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 please call 0800 424 895.