

Customer Service Advice from Telstra

Delay due to severe weather in part of the Mallee District of Victoria

Part of the Mallee District of Victoria was impacted by severe weather on or about Wednesday 15 November 2017 and Saturday 18 November 2017. This event resulted in extensive damage to Telstra's telecommunications network.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 200 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Berriwilllock in Victoria, heading north to Boundary Bend then crossing the Victoria/NSW border northeast to Balranald. From Balranald the area turns southeast to Wakool then south crossing the NSW/Victoria to Gunbower, southwest to Mitiamo then northwest back to Berriwilllock. 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:

| | | | | | |
|--------------|----|--------------|--------------|----|--------------|
| 03 4432 2000 | To | 03 4432 2999 | 03 5071 9000 | To | 03 5073 0099 |
| 03 5020 0000 | To | 03 5039 9999 | 03 5450 3000 | To | 03 5457 9999 |

We anticipate that the majority of services will be restored by 10 December 2017. 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 Early Warning Network at <http://www.ewn.com.au/alerts/>. Heavy rainfall is referred to within this site for Wednesday 15 November 2017 and Saturday 18 November 2017; 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 **21 November 2017 to 10 December 2017** 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 **20171121-VIC-S-C-P-SWAN HILL AND SURROUNDING DISTRICT**. 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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