

# Customer Service Advice from Telstra

## **Delay due to severe weather in Bendigo and parts of the surrounding Northern Country, North Central and Central Districts of Victoria.**

Parts of the Northern Country, North Central and Central Districts of Victoria were impacted by severe weather on or about Friday 24 November 2017 through to Sunday 26 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 400 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Jungaburra heading southeast to Knowsley, southwest to Sutton Grange then southeast to Pipers Creek. From Pipers Creek the area heads southwest to Blackwood, northwest to Amphitheatre and north to Wychitella then northeast back to Jungaburra. 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 4000	To	03 4432 4999	03 5343 6000	To	03 5348 9999
03 4465 0000	To	03 4465 0999	03 5421 0000	To	03 5496 2999
03 5321 6000	To	03 5321 6999			

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/>. Large hail, heavy rainfall and damaging winds are referred to within this site for Friday 24 November 2017 through to Sunday 26 November 2017; all of which were 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 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 **20171127-VIC-S-C-P-BENDIGO 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  
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