

# Customer Service Advice from Telstra

## **Delay due to severe weather events in parts of the South East, Upper Derwent Valley and East Coast Districts of Tasmania.**

Parts of the South East, Upper Derwent Valley and East Coast Districts of Tasmania were impacted by severe weather on or about Saturday 2 December 2017 through to Sunday 3 December 2017.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 500 of Telstra services in the area bounded by and including, but not limited to, the area starting at Rocky Hills heading south and following the coastline past Hobart and Southport to South Cape. From South Cape the area turns north to Ouse, northeast to Lake Sorell then southeast back to Rocky Hills. All suburbs and towns, off shore islands and coastal areas 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 6208 0000      **To**    03 6277 8999      03 6283 0000      **To**    03 6298 9999

We anticipate that the majority of services will be restored by 7 January 2018. 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 Bureau of Meteorology (BOM). Damaging winds and heavy rainfall are referred to in the BOM Severe Weather Warning issued for 2 December 2017 initially at 9:28 pm Saturday, 2 December 2017, reference number IDT21037; 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 **4 December 2017** to **7 January 2018** 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 **20171204-TAS-S-C-P-EASTERN TASMANIA**. 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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