

Customer Service Advice from Telstra

Delay due to severe weather events in Northern Country and North Central districts of Victoria and parts of the Riverina, South Coast and Snowy Mountains districts of New South Wales.

The Northern Country and North Central districts of Victoria and parts of the Riverina, South Coast and Snowy Mountains districts of New South Wales were impacted by severe weather on or about Friday 1 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 4,800 of Telstra services in the area bounded by and including, but not limited to, the area starting at Cape Howe on the NSW/Victoria border following the coastline south past Lakes Entrance and Wilsons Promontory to Koo Wee Rup. From Koo Wee Rup the area heads north to Narbethong and then turns northwest past Whittlesea and Wallan to Kyneton. The area then heads northeast past Murchison and Dookie crossing the NSW border to Howlong, northwest to Daysdale then northeast to Bribbaree. From Bribbaree the area heads east to Godfreys Creek, southeast to Narrawa, southwest to Cabramurra then southeast past Numeralla to Bermagui. The area then follows the NSW coastline south past Eden back to Cape Howe on the NSW/Victoria border. All suburbs and towns, including 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:

| | | | | | |
|--------------|----|--------------|--------------|----|--------------|
| 02 5924 4000 | To | 02 5943 3999 | 03 5480 0000 | To | 03 5495 9999 |
| 02 5963 3000 | To | 02 5976 3999 | 03 5621 0000 | To | 03 5637 9999 |
| 02 6020 0000 | To | 02 6081 9999 | 03 5654 9000 | To | 03 5689 9999 |
| 02 6380 1000 | To | 02 6391 6999 | 03 5720 0000 | To | 03 5799 9999 |
| 02 6449 0000 | To | 02 6459 9999 | 03 5820 0000 | To | 03 5833 9999 |
| 02 6491 0000 | To | 02 6499 9999 | 03 5851 0000 | To | 03 5898 4999 |
| 02 6919 7000 | To | 02 6997 3999 | 03 5940 2100 | To | 03 5966 8499 |
| 03 4432 3000 | To | 03 4432 3999 | 03 5980 0000 | To | 03 5980 9999 |
| 03 5120 0000 | To | 03 5198 2999 | 03 5997 4000 | To | 03 5997 8999 |
| 03 5421 6000 | To | 03 5433 6999 | | | |

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). Heavy rain, flash flooding and thunderstorms are referred to in the BOM Severe Weather Warning issued for Friday 1 December 2017 initially at 10.50am reference number (IDV21037); 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 and 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-VIC-S-C-P-NORTH EAST VICTORIA AND SOUTHERN NSW. 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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