

# Customer Service Advice from Telstra

## **Delay due to severe weather events in the Australian Capital Territory and surrounding area**

The Australian Capital Territory and surrounding area was impacted by severe weather on or about Sunday 25 February 2018 to Monday 26 February 2018.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 950 of Telstra services in the area bounded by and including, but not limited to, the area starting at Bungendore heading south to Anembo, northwest to Batlow then northeast past Brindabella to Murrumbateman then southeast back to Bungendore. 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:

02 6119 3000                      To                      02 6162 9099                      02 6191 0000                      To                      02 6299 9999

We anticipate that the majority of services will be restored by 18 March 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 and flash flooding are referred to in the BOM Severe Weather Warning issued for Sunday 25 February 2018 initially at 9.15am 25 February 2018 reference number IDN21033; 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 **26 February 2018 to 18 March 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 **20180226-ACT-E-C-P-CANBERRA AND SURROUNDING AREA**. 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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