

# Customer Service Advice from Telstra

## **Delay due to fire in Terang and parts of the South West District in Victoria.**

Terang and parts of the South West District in Victoria was impacted by bushfires on or about Sunday 18 March 2018, through to Monday 19 March 2018. 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 Ballangeich heading east past Kolora to Bookaar, then southeast to Weerite, and onto Bungador. From Bungador, the area travels southwest to Kennedys Creek, turning northwest to Cooriemungle, continuing west to Nullawarre. At Nullawarre, the area travels northwest back to Ballangeich. 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 5557 0000      **To**   03 5566 2999              03 5591 0000      **To**   03 5598 3999

We anticipate that the majority of services will be restored by 15 April 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 about the extent of the fire and current warnings can be sourced from the Victorian Emergency internet site [www.emergency.vic.gov.au](http://www.emergency.vic.gov.au). This information was also widely reported in the news media after the events. Additional information about the extent of the fire damage can be sourced from Weatherzone at [www.weatherzone.com.au](http://www.weatherzone.com.au). This information was also 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 **19 March 2018 to 15 April 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 **20180319-VIC-S-B-P-TERANG AND SURROUNDING AREAS**. 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://telstra.com.au/abouttelstra/commitments/mass-service-disruption/> or you may request a copy by calling the Telstra number mentioned above.

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