

# Customer Service Advice from Telstra

## **Delay due to severe weather in North East District and parts of the North Central and Northern Country Districts of Victoria and parts of the Riverina District of New South Wales.**

As previously notified by Telstra on 19 December 2018, the North East District and parts of the North Central and Northern Country Districts of Victoria, and parts of the Riverina District of New South Wales, were impacted by severe weather on or about Thursday 13 December 2018 through to Saturday 15 December 2018. This event resulted in extensive damage to Telstra's telecommunications network. Due to the extent of damage to the Telstra network, the impact in the affected region has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has now been extended to 28 January 2019.

The effect of these circumstances applies to an additional 500 services bringing the total number of services impacted to approximately 1,850 services. This number may increase as Telstra assesses the full effect of the severe weather conditions. Based on current information, the resumption date of normal service operations is expected to be 28 January 2019. This date is indicative only; Telstra customers should anticipate that some further delays may occur.

Telstra services encompassed in this exemption are in the area bounded by and including, but are not limited to the area starting at Dartmouth heading south to Anglers Rest, southwest to Woods Point, west to Narbethong, northwest to Carlsruhe then north to Elmore. From Elmore the area heads northwest past Gunbower to the VIC/NSW border and turns northeast to Tantonan, east to Bullatale, then northeast to Urana. The area turns southeast past Bidgeemia and Morven, crossing the VIC/NSW border to Walwa then southwest back to Dartmouth. 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 6020 2000	<b>To</b>	02 6081 9999	03 5824 0000	<b>To</b>	03 5833 8999
03 5421 6000	<b>To</b>	03 5433 6999	03 5851 8000	<b>To</b>	03 5888 5999
03 5480 0000	<b>To</b>	03 5495 9999	03 5963 4400	<b>To</b>	03 5963 7999
03 5720 0000	<b>To</b>	03 5799 9999			

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 the severe weather events can be sourced from the Early Warning Network at <http://www.ewn.com.au/alerts/>. Heavy rainfall and flash flooding are referred to within this site for Thursday 13 December 2018 through to Saturday 15 December 2018; Additionally these unusually severe weather events have been widely reported by most of the news media.

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 **14 December 2018** to **28 January 2019** 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 **20181214-VIC-S-C-P-NORTHERN VICTORIA AND RIVERINA**. 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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