

Customer Service Advice from Telstra

Delay due to severe weather in the North East District and parts of the North Central and Northern Country Districts of Victoria and parts of the Riverina, Central West Slopes and Plains, and South West Slopes Districts of New South Wales.

The North East District and parts of the North Central and Northern Country Districts of Victoria and parts of the Riverina, Central West Slopes and Plains, and South West Slopes Districts 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.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 1,350 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at 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 to Bidgeemia, northeast to Barmedman, then east to Bribbaree. From Bribbaree the area heads east to Reids Flat, southwest to Burrinjuck, south to Yarrangobilly, southwest crossing the NSW/VIC border to Burrowye then south 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 5924 4000	To	02 5943 3999	03 5480 0000	To	03 5495 9999
02 6020 2000	To	02 6081 9999	03 5720 0000	To	03 5799 9999
02 6380 2000	To	02 6391 6999	03 5824 0000	To	03 5833 8999
02 6920 0200	To	02 6949 3999	03 5851 8000	To	03 5888 5999
02 6971 0000	To	02 6983 4999	03 5963 4400	To	03 5963 7999
03 5421 6000	To	03 5433 6999			

We anticipate that the majority of services will be restored by 13 January 2019. 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 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; 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 **14 December 2018** to **13 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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