

Customer Service Advice from Telstra

Fire impacts service in Cudlee Creek and part of the surrounding Adelaide Hills area of South Australia.

As previously notified by Telstra on Tuesday 7 January 2020, Telstra's normal operations in Cudlee Creek and the surrounding Adelaide Hills area of South Australia were affected by bushfires during December 2019. These events 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 these events, the expected recovery date has now been extended to 9 February 2020.

The effect of these circumstances applies to an additional 100 services bringing the total number of services impacted to approximately 200 services. This number may increase as Telstra assesses the full effect of these bushfires. Based on current information, the resumption date of normal service operations is expected to be 9 February 2020. 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 Kersbrook heading southeast past Tungkillo to Tepko. From Tepko the area turns southwest to Mount Barker, northwest to Ashton and northeast to Inglewood then east back to Kersbrook. 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:

08 8188 0000	To	08 8189 9999	08 8388 0000	To	08 8406 7999
08 8209 7000	To	08 8209 8999	08 8538 7000	To	08 8538 7999

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?

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 **20 December 2019 to 9 February 2020** 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 **20191220-SA-S-B-P-CUDLEE CREEK AND SURROUNDING DISTRICT**. 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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