

Customer Service Advice from Telstra

Delay due to fire in parts of Kangaroo Island of South Australia.

Parts of Kangaroo Island of South Australia have been impacted by bushfires on or about Friday 20 December 2019 to Friday 3 January 2020 and are ongoing. These events have resulted in extensive damage to Telstra's telecommunications network. In some cases, unsafe conditions and road closures are preventing us from reaching these locations at present but we will attend as soon as these areas are deemed safe.

As a result, an interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 100 of Telstra services in the area bounded by and including, but not limited to, the area starting at Cape Cassini, the area travels south to Springs Road, then turns southeast to Birchmore Lagoon then south to Cape Gantheaume and follows the island coastline northwest past Seal Bay, Cape Bouquer to Cape Borda and northeast past Cape Torrens and Stokes Bay back to Cape Cassini. Then the area starting at Penneshaw following the coastline southeast passing Cape Willoughby Lighthouse before turning southwest following the coast past Cape Hart to Mouth Flat Beach, then turning inland travelling northwest to Brown Beach. At Brown Beach, the area follows the coastline northeast past Kangaroo Head back to Penneshaw. All suburbs and towns serviced by Telstra within these boundaries are encompassed.

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 8551 7000 **To** 08 8559 9999

We anticipate that the majority of services will be restored by 19 January 2020. 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 SA Country Fire Service internet site <https://www.cfs.sa.gov.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 **20 December 2019** to **19 January 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-KANGAROO ISLAND BUSHFIRES**. 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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