

# Customer Service Advice from Telstra

## **Delay due to fire in the East Gippsland District of Victoria and parts of the South Coast and Snowy Mountains Districts of New South Wales.**

As previously notified by Telstra on Monday 3 February 2020 and Wednesday 5 February 2020, Telstra's normal operations in East Gippsland Districts of Victoria and parts of the South Coast and Snowy Mountains Districts of New South Wales were affected by bushfires between November 2019 and January 2020. Due to the extent of damage to the Telstra network, the impact in the affected region has been greater than initially estimated. As a consequence of these events, the expected recovery date has now been extended to 22 March 2020.

The effect of these circumstances has impacted approximately 1,050 services. Based on current information in respect to recovery works, the resumption date of normal service operations is expected to be 22 March 2020. This date is indicative only; Telstra customers should anticipate that some further delays may occur.

Telstra services in three regions across Victoria and NSW are affected by these bushfires where the first area includes parts of the East Gippsland District of Victoria starting at Marlo, the area travels southwest on the coastline to Lake Tyers, then turns northeast to Murrindal, northwest to Bindi, and northeast to Cobberas. At Cobberas, the area travels southeast past Tubbut to Club Terrace, and then turns southwest back to Marlo.

The remaining two areas affected include parts of the East Gippsland District of Victoria and the South Coast and Snowy Mountains Districts of New South Wales with the first area starting at Eden in NSW and travels south crossing the border of NSW/Victoria to Mallacoota. At Mallacoota, the area turns west to Cann River, northwest to Combienbar and north crossing the Victoria/NSW border to Delegate. At Delegate, the area turns northeast past Bombala to Candelo and turns southeast returning to Eden.

The second area starting at Tilba Tilba in NSW travels south to Bermagui, then turns west to Verona, northwest to Rock Flat and north to Chakola. At Chakola the area turns northeast to Peak View, then southeast passing Belowra to Tinpot before returning to Tilba Tilba. All suburbs and towns, off shore islands and coastal areas 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 6449 8000	To	02 6459 2999	03 5154 0000	To	03 5162 2999
02 6493 2000	To	02 6499 7999	03 5178 0000	To	03 5179 2999

We anticipate that the majority of services will be restored by 22 March 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?**

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 22 March**

**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 **20200102-VIC-S-B-P-VICTORIAN 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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