

# Customer Service Advice from Telstra

## **Amendment of notice for delay due to fire in East Gippsland and parts of West and South Gippsland and North East Districts of Victoria, and the South Coast, Snowy Mountains and South West Slopes Districts of New South Wales.**

As previously notified by Telstra on Wednesday 8 January 2020 and Monday 3 February 2020, Telstra's normal operations in East Gippsland and parts of West and South Gippsland and North East Districts of Victoria, and the South Coast, Snowy Mountains and South West Slopes 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, and in some cases, unsafe conditions and road closures are continuing to prevent us from restoration in affected locations. As a consequence of these events, the expected recovery date has now been extended to 1 March 2020.

The effect of these circumstances applies to an additional 250 services, bringing the total number of services impacted to approximately 1,000 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 1 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 North East District of Victoria starting at Buckland and turns south to Wonnagatta, west to Merrijig and north to Myrree. At Myrree the area turns northeast to Whorouly South, southeast to Eurobin, then south back to Buckland.

The second area affected includes East Gippsland and parts of West and South Gippsland and North East Districts of Victoria, and the South Coast, Snowy Mountains and South West Slopes Districts of New South Wales starting at Pambula Beach in NSW. The area then turns south following the coast line crossing the NSW/VIC border past Mallacoota to Lake Tyers. At Lake Tyers the area turns northeast to Tambo Upper, south to Metung then southwest to Bengworden and north past Lindenow South to Tabberabbera. At Tabberabbera, the area turns southwest past Glenaladale to Briagolong. At Briagolong, the area turns northwest to Howitt Plains, northeast past Dinner Plain to Dartmouth then northeast to Berringama, northwest to Thologolong, then northeast crossing the VIC/NSW border to Lankeys Creek and east to Mannus. At Mannus, the area turns northwest to Tarcutta, northeast to Brungle, southeast to Argalong, and southeast past Yarrangobilly to Anglers Reach, then southwest to Charlottes Pass and east to Jindabyne. At Jindabyne the area turns southeast to Delegate, northeast past Bombala to Wolumla then southeast returning to Pambula Beach. All suburbs and towns, off shore islands and coastal areas serviced by Telstra within these boundaries are encompassed in this exemption.

The third area affected includes the South Coast and Snowy Mountains Districts of New South Wales starting at Tilba Tilba. The area turns southwest to Murrah, Wapengo then Kalaru, then turns northwest past Kameruka to Morans Crossing. At Morans Crossing, the area turns southwest to Tantawangalo, northwest to Glen Allen, northeast to Kybeyan and northwest to Rock Flat. At Rock Flat, the area turns north to Chakola and northeast to Snowball and turns southeast past 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 6029 2400	To	02 6037 9999	02 6981 0000	To	02 6982 8999
02 6050 0000	To	02 6050 8999	03 5140 1000	To	03 5162 9999
02 6070 0000	To	02 6077 9999	03 5178 0000	To	03 5179 9999
02 6449 0000	To	02 6459 6999	03 5720 9000	To	03 5732 6999
02 6491 0000	To	02 6499 7999	03 5754 2000	To	03 5759 3299
02 6940 0000	To	02 6949 5999	03 5771 6000	To	03 5771 6999

We anticipate that the majority of services will be restored by 1 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 **1 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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