

# Customer Service Advice from Telstra

## **Delay due to fires on Kangaroo Island of South Australia.**

The region of Kangaroo Island of South Australia has been impacted by bushfires from December 2019 and are ongoing as at January 2020. 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 affected by this exemption are those in the area which is encompassed by Kangaroo Island.

### **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 8541 2400      **To**    08 8541 2699                      08 8551 4000                      **To**    08 8559 9999

We anticipate that the majority of services will be restored by 23 February 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 **6 January 2020** to **23 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 **20200106-SA-S-B-P-KANGAROO ISLAND**. 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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