

# Customer Service Advice from Telstra

## **Delay due to severe weather events in Adelaide Metropolitan, Mount Lofty Ranges, Upper and Lower South East, Riverland, Murraylands, Yorke Peninsula, Mid North, Eastern Eyre and Lower Eyre Peninsula Districts of South Australia.**

The Adelaide Metropolitan, Mount Lofty Ranges, Upper and Lower South East, Riverland, Murraylands, Yorke Peninsula, Mid North, Eastern Eyre and Lower Eyre Peninsula Districts of South Australia were impacted by severe weather on or about Friday 31 January 2020 through to Saturday 1 February 2020.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 2,800 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Greenly Beach, heading northeast to Cootra, north to Buckleboo then northeast to Port Paterson. From Port Paterson the area heads east to Hammond, southeast to Ucolta then east to the SA/VIC border. The area follows the border south where the SA/VIC border meets Bass Strait and following the coastline northwest past Robe, Victor Harbour, Adelaide, around Yorke Peninsula and continuing past Whyalla and Port Lincoln back to Greenly Beach. All suburbs and towns including metropolitan Adelaide, 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:

08 7210 0000	To	08 7211 0999	08 8620 2000	To	08 8659 5999
08 7285 7000	To	08 7285 8999	08 8676 0000	To	08 8688 9999
08 7723 2000	To	08 7723 2999	08 8721 0000	To	08 8739 9399
08 8100 0000	To	08 8139 9999	08 8750 0000	To	08 8769 9999
08 8150 0000	To	08 8449 2399	08 8821 0000	To	08 8868 9999
08 8520 0000	To	08 8595 7399	08 8890 0000	To	08 8894 9999

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?**

Information as to the nature of these severe weather events can be sourced from the Bureau of Meteorology (BOM). Damaging winds and heavy rainfall are referred to in the BOM Severe Weather Warning issued for 31 January 2020 initially at 11:38 am Friday, 31 January 2020, reference number IDS21033; all of which were 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 **3 February 2020 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 **20200203-SA-S-C-P-ADELAIDE AND REGIONAL SA**. 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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