

Customer Service Advice from Telstra

Delay due to severe weather events in parts of the Central and South West Districts of Victoria.

Parts of the Central and South West Districts of Victoria were impacted by severe weather on or about Tuesday 18 February 2020.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 600 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Point Wilson on Port Phillip Bay following the coastline past Geelong, Torquay and Apollo Bay to Shelly Beach. From Shelly Beach the area heads northwest past Alvie to Berrybank, northeast to Anakie then southeast back to Pont Wilson. All suburbs, 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:

03 5220 0000 **To** 03 5289 9999 03 5596 0000 **To** 03 5596 9999

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?

Information as to the nature of these severe weather events can be sourced from the Bureau of Meteorology (BOM). Heavy rainfall and large hailstones are referred to in the BOM Severe Weather Warning issued for 18 February 2020 initially at 5:38 pm Tuesday, 18 February 2020, reference number IDV21033; 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 **19 February 2020 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 **20200219-VIC-S-C-P-GEELONG AND SURROUNDING AREA**. 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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