

Customer Service Advice from Telstra

Delay due to severe weather in the North East and parts of the Northern Country and North Central Districts of Victoria and parts of the South West Slopes and Riverina Districts of New South Wales.

The North East and parts of the Northern Country and North Central Districts of Victoria and parts of the South West Slopes and Riverina Districts of New South Wales were impacted by severe weather on or about Wednesday 29 April 2020 through to Friday 1 May 2020. This event resulted in extensive damage to Telstra's telecommunications network.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 700 Telstra services encompassed in this exemption are in the area bounded by and including, but not limited to, the area starting at Pilot Wilderness, heading southwest crossing the NSW/VIC border to Cobungra, then Cobbannah, and northwest to Licola and southwest to Aberfeldy. At Aberfeldy the area heads west to Healesville, northwest past Baynton East, Drummartin to Gunbower to the VIC/NSW border and turns northeast to Tantonan, east to Bullatale, then northeast to Urana. From Urana, the area turns southeast to Bidgeemia, northeast to Barmedman, east past Bribbaree to Reids Flat, southwest to Burrinjuck, south to Yarrangobilly, then south back to Pilot Wilderness. All suburbs and towns 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 5963 3000	To	02 5963 3999	03 5720 0000	To	03 5736 9999
02 6020 2000	To	02 6076 0999	03 5750 1000	To	03 5779 1999
02 6380 2000	To	02 6386 8999	03 5790 3000	To	03 5799 1299
02 6921 0100	To	02 6948 9999	03 5820 5600	To	03 5833 9999
02 6971 0100	To	02 6982 9999	03 5851 0000	To	03 5888 5999
03 5430 8000	To	03 5432 6999	03 5963 4400	To	03 5963 7999
03 5480 0000	To	03 5489 7299			

We anticipate that the majority of services will be restored by 31 May 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 Early Warning Network at <http://www.ewn.com.au/alerts/>. Heavy rainfall, flash flooding and damaging winds are referred to within this site for Wednesday 29 April 2020 through to Friday 1 May 2020; 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 **5 May 2020** to **31 May 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 **20200505-VIC-S-C-P-NORTHERN VIC AND SOUTHERN NSW**. 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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