Customer Service Advice from Telstra

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

The Central, North Central, Northern Country, West and South Gippsland, East Gippsland and North East Districts of Victoria and parts of the Riverina and South West Slopes Districts of New South Wales were impacted by severe weather on or about Wednesday 5 January 2022 through to Friday 7 January 2022.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 1,500 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Cape Howe on the VIC/NSW border following the coastline south-westerly past Lakes Entrance and Wilsons Promontory to Jam Jerrup then northeast to Powelltown. From Powelltown the area heads northwest to Toolangi, southwest to Panton Hill, west to Coimadai and south to You Yangs Regional Park then southwest to Wingeel. The area turns northwest to Vite Vite, north to Yeungroon, northeast to Mologa and north to McMillans then northeast crossing the VIC/NSW border to Tantonan. From Tantonan the area heads southeast to Thyra, northeast to Urana, southeast to Maragle then south to the NSW/VIC border and following the border back to Cape Howe. All suburbs, towns, off shore islands and coastal areas serviced by Telstra within these boundaries are encompassed.

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 6020 0000	**To**	02 6081 9999	03 5940 2100	**To**	03 5966 8499
02 6940 0000	**To**	02 6948 5999	03 5980 0000	**To**	03 5980 9999
02 6982 2000	**To**	02 6982 6999	03 5997 4000	**To**	03 5997 8999
03 4313 5000	**To**	03 4333 9999	03 8099 7000	**To**	03 8099 9999
03 4432 3000	**To**	03 4432 4999	03 8338 3000	**To**	03 8348 3999
03 4465 0000	**To**	03 4465 0999	03 8358 7000	**To**	03 8362 6999
03 5120 0000	**To**	03 5199 4999	03 8405 3200	**To**	03 8405 3299
03 5220 9000	**To**	03 5238 9999	03 8432 4500	**To**	03 8432 4999
03 5281 3000	**To**	03 5286 9999	03 8746 7000	**To**	03 8746 9999
03 5320 0000	**To**	03 5369 2999	03 9216 1000	**To**	03 9219 2999
03 5420 6000	**To**	03 5496 2999	03 9303 0000	**To**	03 9308 4999
03 5596 5000	**To**	03 5596 5999	03 9333 0000	**To**	03 9333 9999
03 5621 0000	**To**	03 5637 9999	03 9401 5400	**To**	03 9409 1999
03 5654 0000	**To**	03 5689 9999	03 9438 0000	**To**	03 9438 0499
03 5720 0000	**To**	03 5799 9999	03 9710 0000	**To**	03 9719 5999
03 5820 0000	**To**	03 5833 9999	03 9740 2000	**To**	03 9746 5999
03 5851 0000	**To**	03 5888 5999	03 9971 1900	**To**	03 9971 6999

We anticipate that the majority of services will be restored by 13 February 2022. 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). Intense rainfall, damaging winds and large hailstones are referred to in the BOM Severe Weather Warning issued for 5 January 2022 initially at 5:23 pm Wednesday, 5 January 2022, 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 **6 January 2022** to **13 February 2022** 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 **20220106-VIC-S-C-P-CENTRAL AND EASTERN VICTORIA**. If our response doesn't satisfy you, then you may wish to contact the Telecommunications Industry Ombudsman (TIO).

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