

# Customer Service Advice from Telstra

## **Delay due to severe weather events in the South East District and parts of the Upper Derwent Valley, Central Plateau, Midlands, and East Coast Districts of Tasmania.**

The South East District and parts of the Upper Derwent Valley, Central Plateau, Midlands, and East Coast Districts of Tasmania were impacted by severe weather on or about Thursday 5 May 2022 through to Friday 6 May 2022.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 200 Telstra services are impacted in the area bounded by and including but are not limited to, the area starting at Rocky Hills heading south and following the coastline past Hobart and Southport to South Cape then northwest to Florentine. From Florentine, the area heads northeast to Walls of Jerusalem, east to Poatina, southeast to Woodbury then east back to Rocky Hills. All suburbs and towns, offshore 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 6208 0000    **To**    03 6298 9999

We anticipate that the majority of services will be restored by 29 May 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). Damaging winds and heavy rainfall are referred to in the BOM Severe Weather Warning issued for 5 May 2022 initially at 4:54 am Thursday, 5 May 2022, reference number IDT21037; 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 May 2022 to 29 May 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 **20220506-TAS-S-C-P-SOUTH EAST TASMANIA 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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