

Customer Service Advice from Telstra

Delay due to severe weather events in the East Gippsland, West & South Gippsland, Northeast, Northern Country, North Central, Central, Southwest, Wimmera and Mallee Districts of Victoria and part of the Riverina District of New South Wales.

The East Gippsland, West & South Gippsland, Northeast, Northern Country, North Central, Central, Southwest, Wimmera and Mallee Districts of Victoria and part of the Riverina District of New South Wales were impacted by severe weather on or about Wednesday 26 January 2022 through to Sunday 30 January 2022.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 2,100 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 Pantan Hill, west to Coimadai and southeast to Point Wilson. The area follows the coastline westerly past Geelong, Queenscliff, Apollo Bay, Warrnambool and Portland to the VIC/SA border and continues following the border north to the Red Bluff Nature Conservation Reserve. From the Red Bluff Nature Conservation Reserve the area turns northeast to Ninda, north to Robinvale, northeast crossing the VIC/NSW border to Waugorah, then southeast past Caldwell to Thyra. The area heads 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 5851 0000	To	03 5888 5999
02 6940 0000	To	02 6948 5999	03 5940 2100	To	03 5966 8499
02 6982 2000	To	02 6982 6999	03 5980 0000	To	03 5980 9999
03 4309 8000	To	03 4333 9999	03 5997 4000	To	03 5997 8999
03 4432 2000	To	03 4432 4999	03 8099 7000	To	03 8099 9999
03 4465 0000	To	03 4465 0999	03 8338 3000	To	03 8348 3999
03 5020 0000	To	03 5039 9999	03 8358 7000	To	03 8362 6999
03 5070 1000	To	03 5085 4999	03 8405 3200	To	03 8405 3299
03 5120 0000	To	03 5199 4999	03 8432 4500	To	03 8432 4999
03 5220 0000	To	03 5289 9999	03 8746 7000	To	03 8746 9999
03 5320 0000	To	03 5369 2999	03 9216 1000	To	03 9219 2999
03 5380 0000	To	03 5399 7999	03 9303 0000	To	03 9308 4999
03 5420 6000	To	03 5499 9999	03 9333 0000	To	03 9333 9999
03 5520 0000	To	03 5529 9999	03 9401 5400	To	03 9409 1999
03 5551 0000	To	03 5599 8999	03 9438 0000	To	03 9438 0499
03 5621 0000	To	03 5637 9999	03 9710 0000	To	03 9719 5999
03 5654 0000	To	03 5689 9999	03 9740 2000	To	03 9746 5999
03 5720 0000	To	03 5799 9999	03 9971 1900	To	03 9971 6999

03 5820 0000 To 03 5833 9999

We anticipate that the majority of services will be restored by 6 March 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). Heavy rainfall and damaging winds are referred to in the BOM Severe Weather Warning issued for 26 January 2022 initially at 2:12 pm Wednesday, 26 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 **31 January 2022** to **6 March 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 **20220131-VIC-S-C-P-EAST AND WEST AND CENTRAL VICTORIA**. 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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