

Customer Service Advice from Telstra

Delay due to severe weather events in the East Gippsland, West & South Gippsland Districts, and part of North East District of Victoria.

The East Gippsland, West & South Gippsland Districts, and part of North East District of Victoria were impacted by severe weather on or about Saturday 2 April 2022 through to Sunday 3 April 2022.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 250 Telstra services are impacted in the area bounded by and including but is 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 Lang Lang Beach then northeast past Jericho to Selwyn. From Selwyn, the area heads southeast to Cobungra, north to Dartmouth, east to the VIC/NSW border and continues to follow the border back to Cape Howe. All suburbs, towns, offshore 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:

03 5120 0000	To	03 5199 4999	03 5940 2100	To	03 5956 9999
03 5621 0000	To	03 5637 9999	03 5980 0000	To	03 5980 9999
03 5654 0000	To	03 5689 9999	03 5997 4000	To	03 5997 8999

We anticipate that the majority of services will be restored by 1 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). Intense rainfall and damaging winds are referred to in the BOM Severe Weather Warning issued for 2 April 2022 initially at 4:59 pm Saturday, 2 April 2022, reference number IDV21037; 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 **4 April 2022 to 1 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 **20220404-VIC-S-C-P-**

GIPPSLAND 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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