

Customer Service Advice from Telstra

Delay due to extreme weather events in East Gippsland, West and South Gippsland Districts and parts of the Central, South West, North Central, Northern Country and North East Districts of Victoria.

The East Gippsland, West and South Gippsland Districts and parts of the Central, South West, North Central, Northern Country and North East Districts of Victoria were impacted by extreme weather on or about Tuesday 8 June 2021 through to Thursday 10 June 2021.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 2,800 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, Wilsons Promontory and Jam Jerrup to Yaringa Boat Harbour then northwest past Carrum Downs to Oakleigh. From Oakleigh the area heads north to Greensborough, northwest to Toolern Vale, southwest past Balliang to Sutherlands Creek, and west to Duverney then northwest to Yalla-Y-Poora. The area turns north to Warrak, northeast to Buckrabanyule, southeast to Korong Vale then northeast to Patho. From Patho the area heads southeast to Toolleen, northeast to Killawarra, south to Glenrowan, southeast to Abbeyard then east to Dinner Plain. The area turns northeast to Tom Groggin, east to the VIC/NSW border and follows the border easterly 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:

03 4313 5000	To	03 4333 9999	03 8585 7000	To	03 8587 6099
03 4432 3000	To	03 4432 4999	03 8632 3700	To	03 8635 1399
03 4465 0000	To	03 4465 0999	03 8664 8400	To	03 8664 8799
03 5120 0000	To	03 5199 4999	03 8707 2000	To	03 8727 9999
03 5220 9000	To	03 5238 9999	03 8739 0000	To	03 8812 2999
03 5281 3000	To	03 5286 9999	03 8822 8000	To	03 8851 3599
03 5320 0000	To	03 5369 2999	03 8870 0000	To	03 8878 9999
03 5420 6000	To	03 5496 2999	03 8892 0000	To	03 8892 4999
03 5596 5000	To	03 5596 5999	03 9009 0000	To	03 9009 2699
03 5621 0000	To	03 5637 9999	03 9201 3000	To	03 9219 9999
03 5654 0000	To	03 5689 9999	03 9230 2300	To	03 9308 9999
03 5725 7200	To	03 5736 9999	03 9333 0000	To	03 9336 7799
03 5756 2600	To	03 5799 9999	03 9401 0000	To	03 9409 9999
03 5822 2200	To	03 5826 7999	03 9430 0000	To	03 9444 2999
03 5940 0000	To	03 5969 9999	03 9490 7700	To	03 9490 7799
03 5980 0000	To	03 5999 4999	03 9511 1000	To	03 9518 9999
03 8099 7000	To	03 8099 9999	03 9535 0000	To	03 9597 3999
03 8338 3000	To	03 8348 3999	03 9631 9600	To	03 9631 9699
03 8358 6000	To	03 8362 6999	03 9700 0000	To	03 9819 6299

03 8401 0000	To	03 8405 9999	03 9830 3000	To	03 9904 9999
03 8431 0000	To	03 8432 5999	03 9924 2100	To	03 9932 6999
03 8502 0200	To	03 8508 5899	03 9963 9000	To	03 9971 6999
03 8541 0000	To	03 8564 5599			

We anticipate that the majority of services will be restored by 18 July 2021. 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 extreme weather events can be sourced from the Bureau of Meteorology (BOM). Heavy rainfall, flash flooding and damaging winds are referred to in the BOM Severe Weather Warning issued for 8 June 2021 initially at 10:21 pm Tuesday, 8 June 2021, reference number ID21038; 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 **10 June 2021 to 18 July 2021** 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 **20210610-VIC-S-C-P-GIPPSLAND 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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