

Customer Service Advice from Telstra

Delay due to fire in Cudlee Creek and parts of the Adelaide Hills of South Australia.

Cudlee Creek and parts of the Adelaide Hills of South Australia were impacted by bushfires on or about Friday 20 December 2019. This event resulted in extensive damage to Telstra's telecommunications network. In some cases, unsafe conditions and road closures are preventing us from reaching these locations but we will attend as soon as these areas are deemed safe.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 100 of Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Kersbrook and heading southeast to Birdwood, Palmer onto Tepko. At Tepko the area turns southwest to Dawesley then turns northwest past Oakbank to Ashton. At Ashton the area turns northeast to Inglewood before returning to Kersbrook. All suburbs and towns 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:

08 8189 0000	To	08 8189 9999	08 8389 0000	To	08 8389 9999
08 8209 7000	To	08 8209 8999	08 8538 7000	To	08 8538 7999

We anticipate that the majority of services will be restored by 26 January 2020. 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 about the extent of the fire and current warnings can be sourced from the SA Country Fire Service internet site <https://www.cfs.sa.gov.au>. This information was also 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 **20 December 2019 to 26 January 2020**, 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 **20191220-SA-S-B-P-CUDLEE CREEK AND SURROUNDING DISTRICT**. 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://telstra.com.au/abouttelstra/commitments/mass-service-disruption/> or you may request a copy by calling the Telstra number mentioned above.

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