

Customer Service Advice from Telstra

Delay due to severe and extreme heat in Adelaide Metropolitan, Mount Lofty Ranges and Kangaroo Island in South Australia.

Adelaide Metropolitan, Mount Lofty Ranges and Kangaroo Island have been impacted by severe and extremely hot weather on or about Tuesday 17 December 2019 through to Friday 20 December 2019. Telstra technicians working outdoors and in confined spaces may be at risk of serious and potentially fatal heat-related illnesses during this period. Accordingly, Telstra has taken measures to limit its service delivery during this period in compliance with the *Work Health and Safety Act 2011*.

As a result, there has been an interruption to Telstra's normal operations leading to delays in installation and repair activities. Approximately 1,200 of Telstra services in the area bounded by and including, but not limited to, the area starting at Narrung and follows the coast west past Victor Harbour around the Fleurieu Peninsula to Aldinga Beach. At Aldinga Beach the area continues along the coastline north past Glenelg and Port Gawler to Proof Range. At Proof Range the area turns northeast to Auburn, then southeast to Mount Mary onto Naidia. At Naidia the area turns southwest past Bowhill, Dawesley to Strathalbyn, then turning southeast returning to Narrung, are impacted, including Kangaroo Island. All suburbs and 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:

08 7210 0000	To	08 7211 0999	08 8150 1600	To	08 8449 2399
08 7285 1000	To	08 7285 8999	08 8520 2000	To	08 8536 8299
08 7389 0000	To	08 7389 9999	08 8551 0000	To	08 8568 6999
08 7522 4000	To	08 7522 4999	08 8598 0000	To	08 8598 0999
08 8100 0000	To	08 8139 9999	08 8840 9000	To	08 8848 8999

We anticipate that the majority of services will be restored by 12 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 as to the nature of this heat wave can be sourced from the Bureau of Meteorology (BOM) internet site www.bom.gov.au. 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 **20 December 2019 to 12 January 2020** inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities.

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-F-P-**

ADELAIDE AND SURROUNDING DISTRICTS. 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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