

Customer Service Advice from Telstra

Delay due to severe heat in parts of the Eyre and Western, Far North, Yorke and Mid North, Murray and Mallee, Barossa, Light and Lower and Fleurieu regions of South Australia.

Forecast districts in Eyre and Western, Far North, Yorke and Mid North, Murray and Mallee, Barossa, Light and Lower and Fleurieu regions of South Australia have been impacted by severe to 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 250 of Telstra services in the area bounded by and including, but not limited to, the area starting at Nelson in Victoria then following the coastline northwest into South Australia past Cape Jaffa to Goolwa, at Goolwa the area turns northwest to Tooperang, northeast to Mount Barker and passing Walkers Flat onto Blanchetown. At Blanchetown the area turns northwest to Riverton then southwest to Thompson Beach. At Thompson Beach, the area follows the coastline north to Port Clinton then around the Yorke Peninsula to Port Augusta then southwest to Port Lincoln then following the coast to Streaky Bay. At Streaky Bay, the area turns northeast to Lyndhurst and east to Arkaroola Village, then southeast to Olary. At Olary, the area travels east to the South Australia / New South Wales border. The area follows the border south back to Nelson. 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 7628 3000 | To | 08 7628 3999 | 08 8721 0000 | To | 08 8739 9999 |
| 08 7723 2000 | To | 08 7723 2999 | 08 8750 0000 | To | 08 8769 9999 |
| 08 8531 0000 | To | 08 8542 4999 | 08 8826 0000 | To | 08 8836 4999 |
| 08 8560 2000 | To | 08 8595 6099 | 08 8846 6000 | To | 08 8867 9999 |
| 08 8620 7000 | To | 08 8688 3999 | | | |

We anticipate that the majority of services will be restored by 19 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 19 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-SOUTH AUSTRALIA HEATWAVE**. 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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