

# Customer Service Advice from Telstra

## **Delay due to fire in East Gippsland and parts of West and South Gippsland and North East districts of Victoria, and the South Coast, Snowy Mountains and South West Slopes districts of New South Wales.**

East Gippsland and parts of West and South Gippsland and North East districts of Victoria, and the South Coast, Snowy Mountains and South West Slopes districts of New South Wales have been impacted by bushfires from November 2019 are ongoing as at January 2020. These events have 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.

As a result, an interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 750 Telstra services are impacted in the following multiple geographic areas bounded by and including, but not limited to, the area starting at Tilba Tilba, the area then travels south following the coast line crossing the NSW/VIC border to Mallacoota, and continues past Lakes Entrance to Flamingo Beach. At Flamingo Beach the area turns northwest past East Sale, Myrtlebank, Walhalla to Icy Creek. At Icy Creek, the area continues northwest to Eildon and north to Bonnie Doon, then northeast past Swanpool, Glenrowan onto Tallangatta. Continuing northwest from Tallangatta to Talgarno and crossing the VIC/NSW border to Woomargama and onto Rosewood. At Rosewood, the area travels north to Tarcutta, northwest to Tumblong, then southeast past Bombowlee to Shannons Flat. At Shannons Flat the area heads southwest to Numbla Vale, turns southeast to Ando, northwest to Cooma, north to Bumbalong, then southeast to Jinden, east to Moruya, then following the coastline south returning to Tilba Tilba. All suburbs and towns, off shore islands and coastal areas serviced by Telstra within these boundaries are encompassed in this exemption.

### **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:

02 6021 1100	To	02 6077 9999	03 5139 0000	To	03 5179 9999
02 6448 0000	To	02 6459 8999	03 5198 2000	To	03 5199 2999
02 6450 4000	To	02 6450 4999	03 5720 6000	To	03 5733 8999
02 6491 0000	To	02 6499 9999	03 5750 1000	To	03 5759 9999
02 6940 0000	To	02 6949 3999	03 5771 6000	To	03 5779 1999
02 6982 2000	To	02 6982 7999			

We anticipate that the majority of services will be restored by 2 February 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 current fires and incidents can be sourced from the VIC Emergency and NSW Rural Fire Service internet sites at <https://www.emergency.vic.gov.au> and <https://www.rfs.nsw.gov.au/>. Additional information about the nature of these events can be sourced from Early Warning Network at <http://www.ewn.com.au/alerts/>. 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 **2 February 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 **20200102-VIC-S-B-P-VICTORIAN BUSHFIRES**. 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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