

# Customer Service Advice from Telstra

## **Delay due to severe weather events in the Central, South West, Wimmera, North Central, Northern Country, North East, West and South Gippsland and East Gippsland Districts of Victoria.**

The Central, South West, Wimmera, North Central, Northern Country, North East, West and South Gippsland and East Gippsland Districts of Victoria were impacted by severe weather on or about Thursday 28 October 2021 through to Friday 29 October 2021.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 5,000 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, Sorrento, Melbourne, Geelong, Warnambool and Portland to the VIC/SA border. The area continues following the VIC/SA border north to the Red Bluff Nature Conservation Reserve, turns northeast past Tempy to Chinkapook, southeast to Terrick Terrick East, and south to Milloo then southeast to Toolleen. From Toolleen the area turns 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, including metropolitan Melbourne, 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 4309 8000 | To | 03 4333 9999 | 03 5822 2200 | To | 03 5826 7999 |
| 03 4367 7000 | To | 03 4367 9999 | 03 5931 0000 | To | 03 5999 4999 |
| 03 4432 3000 | To | 03 4432 4999 | 03 8099 6000 | To | 03 8099 9999 |
| 03 4465 0000 | To | 03 4465 0999 | 03 8290 0000 | To | 03 8420 9999 |
| 03 5070 1000 | To | 03 5085 4999 | 03 8431 0000 | To | 03 8436 9999 |
| 03 5120 0000 | To | 03 5199 4999 | 03 8458 0000 | To | 03 8486 9999 |
| 03 5220 0000 | To | 03 5289 9999 | 03 8502 0200 | To | 03 8671 6999 |
| 03 5320 0000 | To | 03 5369 9999 | 03 8695 1000 | To | 03 8812 2999 |
| 03 5380 0000 | To | 03 5399 7999 | 03 8822 8000 | To | 03 8878 9999 |
| 03 5420 6000 | To | 03 5499 9999 | 03 8892 0000 | To | 03 8892 5999 |
| 03 5520 0000 | To | 03 5529 9999 | 03 9009 0000 | To | 03 9009 2699 |
| 03 5551 0000 | To | 03 5599 8999 | 03 9076 0000 | To | 03 9076 9999 |
| 03 5621 0000 | To | 03 5637 9999 | 03 9107 4000 | To | 03 9107 9999 |
| 03 5654 0000 | To | 03 5689 9999 | 03 9200 2300 | To | 03 9941 3899 |
| 03 5725 7200 | To | 03 5736 9999 | 03 9953 0000 | To | 03 9974 9999 |
| 03 5756 2600 | To | 03 5799 9999 |              |    |              |

We anticipate that the majority of services will be restored by 5 December 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 severe weather events can be sourced from the Bureau of Meteorology (BOM). Damaging winds are referred to in the BOM Severe Weather Warning issued for 28 October 2021 initially at 10:53 am Thursday, 28 October 2021, reference number IDV21037; 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 **29 October 2021** to **5 December 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 **20211029-VIC-E-C-P-MELBOURNE 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://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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