

# Customer Service Advice from Telstra.

## Extreme Weather events impact service in South West Victoria

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of a series of extreme weather events in the southwest region of Victoria on or about Wednesday 11 August 2010.

Due to the effect of damage to the Telstra telecommunications network by severe storms, there has been a significant increase in the number of Telstra services being reported as faulty. As a result, there has been some disruption to service and delays to normal installation and repair activities.

Telstra apologises to any affected customers.

Information as to the nature of these severe weather events can be sourced from the Bureau of Meteorology (BOM). Heavy rainfall and flash flooding referred to in the BOM Severe Weather Warning issued for 11 August 2010 initially at 3:50 am EST on **Wednesday 11 August 2010**; all of which were widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances applies to approximately 425 services. This number may increase as Telstra assesses the full affect of the extreme weather conditions. Based on current information, the resumption date of normal service operations is expected to be **27 August 2010**. This date is indicative only; Telstra customers should anticipate that some further delays may occur. Telstra regrets any inconvenience caused to customers and thanks them for their patience while this work is being undertaken.

Telstra services encompassed in this exemption are; in the area bounded by and including, but is not limited to the area starting at; **Anglesea on the southern coast line of Victoria at and follow the coastline westerly to the Victorian/South Australia state border, then follow the border north to where it meets the Glenelg River then go east into Victoria to Drumborg, then east northeast to Macarthur. From Macarthur go northeast through Gazette to Peshurst then east through Chatsworth and Woorndoo to Dundonnell, then east southeast through Derrinallum, Berrybank, and Cressy to Wingeel, then southeast to Moriac and go south back to Anglesea.** All suburbs and towns , off shore islands and coastal areas serviced by Telstra within these boundaries are encompassed in this exemption.

Services in the area mentioned above with phone numbers in the following number ranges may have been affected:

03 5231 1000	<b>To</b>	03 5238 8499	03 5350 4201	<b>To</b>	03 5350 5595
03 5263 1000	<b>To</b>	03 5267 3199	03 5520 2200	<b>To</b>	03 5529 5599
03 5287 1200	<b>To</b>	03 5289 7499	03 5590 1210	<b>To</b>	03 5599 8399

As these circumstances were outside of Telstra's control, Telstra is claiming an extension to time frames applying under the *Telecommunications (Customer Service Guarantee) Standard 2000 (No.2)*. This means that Telstra is notifying customers that normal service

time frames may not be met during the period of **12 August 2010 to 27 August 2010** inclusive (based on Telstra's estimated recovery schedule correct at the time of publication of this notice).

If you have any questions regarding your eligibility for a CSG payment under this notice, or would like us to reconsider whether the circumstances were a proper basis for claiming an exemption, you may contact us on the number displayed on your telephone account or alternatively on 132203 for service difficulties and faults or 132200 for sales, installations and billing- quoting CSG Exemption reference number **20100812-VIC-S-C-P-SOUTHWEST VICTORIA**.

Copies of this notice are available on our Internet site at [www.telstra.com.au/msd/](http://www.telstra.com.au/msd/) or you may request a copy by calling one of the Telstra numbers mentioned above.

If, after calling Telstra you are still not satisfied with the outcome, you have the option to raise the matter with the Telecommunications Industry Ombudsman (TIO). Information on the TIO and contact details are available on the Internet ([www.tio.com.au](http://www.tio.com.au)) and in the White Pages® directory.

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