Extreme Weather events impact service in Central Victoria, North East and Gippsland

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 Central Victoria, North East and Gippsland regions of Victoria on or about 27 February 2012.

Due to the effect of damage to the Telstra telecommunications network by extreme weather conditions, 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). Damaging winds, very heavy rainfall, flash flooding and large hailstones are referred to in the BOM Severe thunderstorm advice issued for 27 February 2012 initially at 12:43 am 27 February 2012; all of which were widely reported in the news media after the events.

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Telstra apologise to any affected customers.

As these circumstances were outside of Telstra's control, Telstra is claiming an exemption from compliance with time frames and performance standards required under the Telecommunications (Customer Service Guarantee) Standard 2011. Therefore Telstra is notifying customers that normal installation and repair time frames may not be met during the period from 28 February 2012 to 23 March 2012 inclusive (based on Telstra’s estimated recovery schedule correct at the time of publication of this notice) and, under section 21 of the Telecommunications (Customer Service Guarantee) Standard 2011, Telstra will be exempt from complying with performance standards during this period.

If you have any questions regarding your eligibility for a CSG payment under this exemption, you may contact us on the number displayed on your notice, or would like us to reconsider whether the circumstances were a proper basis for Telstra's exemption from compliance with time frames and performance standards during this period.

Copies of this notice are available on our Internet site at http://telstra.com.au/ for claiming an exemption, you may contact us on the number displayed on your notice, or would like us to reconsider whether the circumstances were a proper basis for Telstra's exemption from compliance with time frames and performance standards during this period.

Copies of this notice are available on the Internet site at http://telstra.com.au/abouttelstra/commitments/mass-service-disruption/ or you may request a copy by calling one of the Telstra numbers mentioned above.

If, after calling Telstra on one of the above numbers, you remain unsatisfied with our response to your query, you have the option of raising the matter with the

Information on the TIO and contact details are available on the Internet (www.tio.com.au) and in the White Pages® telephone directory.