

# CUSTOMER SERVICE ADVICE FROM TELSTRA.

## 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.

Telstra has identified that the effect of these circumstances may apply to approximately 3900 services. Some of these services may not be installed or repaired within Telstra's standard time frames. The number of possibly affected services may increase or decrease as Telstra assesses the full effect of the extreme weather conditions. Based on current information, the resumption date of Telstra's normal service operations is expected to be 23 March 2012. This date is indicative only, however, and may be subject to change once the full impact of the extreme weather conditions has been assessed. 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 are not limited to the area starting at Cape Howe on the coast at the Victoria/New South Wales border then follow the coastline southwest past Lakes Entrance to Port Welshpool then continue to follow the coast west to Port Franklin. From Port Franklin continue to follow the coastline in a clockwise direction around Wilsons Promontory to Shallow Inlet, then continue to follow the coastline west to Cape Liptrap then northwest to San Remo, then encompassing Phillip Island and French Island follow the coast to Corinella. From Corinella go northeast to Nyora, then north northeast through Drouin and Noojee to Toorong on the border of the Yarra Ranges National Park, then follow the border of the national park north to The Triangle and then go northwest to Marysville. From Marysville go southeast to Narbethong, then northwest to Flowerdale, west through Wandong to Romsey, then northwest to Nullavale, then west through Malmsbury to Yandoit. From Yandoit go northwest to Newstead, then north to Maldon, then northwest to Laanecoorie, north through Inglewood to Korong Vale, then northeast through Gunbower to Bunnaloo in New South Wales, then southeast to Barmah in Victoria and east to Picola, then east northeast to Strathmerton, then northeast to Tocumwal then follow the Victoria/New South Wales border east to Bundalong, then go east southeast to Chiltern, southeast through Wooragee, Mudgegonga and Mt Beauty to Falls Creek Alpine Village. From Falls Creek Alpine Village go east to Glen Valley then southeast through Benambra and Gelantipy to Goongerah then east to Buldah and then directly north to the Victoria/New South Wales border then follow the border southeast back to the coast at Cape Howe. 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 5122 1000 To 03 5199 2999	03 5743 1000 To 03 5799 2999
03 5422 1199 To 03 5457 6239	03 5821 0000 To 03 5832 0099
03 5470 5000 To 03 5494 7499	03 5852 1000 To 03 5876 3299
03 5621 0103 To 03 5635 4399	03 5952 1000 To 03 5966 8413
03 5655 1000 To 03 5689 1399	03 5980 1200 To 03 5980 1299
03 5721 0000 To 03 5729 8598	03 5997 5755 To 03 5997 6599

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 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 **20120228-VIC-S-C-P-CENTRAL NORTH EAST & GIPPSLAND**.

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 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 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® telephone directory.



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