

CUSTOMER SERVICE ADVICE FROM TELSTRA

Extreme Weather events impact service in Metropolitan North Western Melbourne

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of an extreme weather event in the Metropolitan North Western Melbourne region of Victoria on or about Friday 25 May 2012.

Due to the effect of damage to the Telstra telecommunications network by heavy rainfall, 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 is referred to in the BOM Severe Weather Warning issued for 25 May 2012 initially at 3:49 pm and Thursday 24 May 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 2760 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 1 June 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 Point Gellibrand, follow the coastline west and south west to Point Cook through to Werribee South, Beacon Point and Point Wilson. From Point Wilson head directly north to Little River then go northeast to Melton and on through to Toolern Vale, Gisborne, Riddells Creek, Bolinda and Daraweit Guim. From Daraweit Guim head southeast and continue through to Kinglake West, Kinglake and Ringwood. From Ringwood head west to Burwood, Camberwell, Hawthorn and Richmond then go north to Collingwood. From Collingwood go west through to Carlton, North Melbourne and Footscray. From Footscray head south to the Yarra River and on through to Newport Power Station and Williamstown, back to Point Gellibrand. 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 5420 7001 To 03 5428 8999	03 9266 0083 To 03 9266 3999
03 5786 1000 To 03 5789 1499	03 9300 1000 To 03 9499 9998
03 8300 0132 To 03 8307 8853	03 9600 9000 To 03 9600 9254
03 8327 5900 To 03 8339 0999	03 9681 6992 To 03 9689 9999
03 8360 8000 To 03 8368 2999	03 9710 1000 To 03 9719 7999
03 8390 0001 To 03 8390 9999	03 9731 0000 To 03 9749 8999
03 8405 3000 To 03 8415 1999	03 9803 6622 To 03 9899 9999
03 8742 0001 To 03 8746 9999	03 9915 1900 To 03 9916 1972
03 8802 0010 To 03 8812 2981	03 9931 0000 To 03 9931 1999
03 9009 0010 To 03 9009 2600	03 9941 3896 To 03 9941 3897
03 9255 0039 To 03 9255 6900	03 9974 0000 To 03 9974 6999

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 May 2012** to **1 June 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 **20120528-VIC-S-C-P-NORTH WEST MELBOURNE METRO**.

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) and in the White Pages® telephone directory.



IT'S HOW
WE CONNECT