

CUSTOMER SERVICE ADVICE FROM TELSTRA

Extreme Weather events impact service in Greater Melbourne, Central, West and South Gippsland and East Gippsland Districts.

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 Greater Melbourne, Central, West and South Gippsland and East Gippsland region of Victoria on or about Monday 4 June 2012 through to Tuesday 5 June 2012.

Due to the effects to the Telstra telecommunications network by the extreme weather events, 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, heavy rain and flash flooding are referred to in the BOM Severe Weather Warning issued for 4 June 2012 initially at 4:48 am EST on Monday 4 June 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 10000 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 15 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 Cape Howe on the coast at the Victoria/New South Wales border then following the coastline southwest past Lakes Entrance to Port Welshpool then continue to follow the coast west to Port Franklin. From Port Franklin continue following the coastline in a clockwise direction around Wilsons Promontory to Shallow Inlet, and then continue along the coastline west to Cape Liptrap, then northwest to San Remo encompassing Phillip Island and French Island then along the coast to Corinella, Hastings, Cape Schanck and Point Nepean. Continue to follow the coastline around Port Phillip Bay past Rosebud, Mornington, Frankston, Melbourne, Geelong, and Queenscliff to Torquay. From Torquay head northwest to Bannockburn then go northeast through Anakie East, Balliang to Parwan then east northeast to Melton. From Melton go north through Toolern Vale to Gisborne, then continue northeast through Riddells Creek and Bolinda to Darraweit Guim, then south southeast to Kalkallo, then east to Kinglake Central, continue east southeast through Kinglake East to Toolangi then northeast to Marysville. From Marysville, continue northeast through Jamieson, Mirimbah, Harrietville 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, 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 8643 0900 To 03 8665 2012
03 5221 0000 To 03 5283 1888	03 8696 0000 To 03 8711 8989
03 5420 7001 To 03 5428 8999	03 8742 0001 To 03 8746 9999
03 5621 0103 To 03 5635 4399	03 8761 6000 To 03 8761 6999
03 5655 1000 To 03 5689 1399	03 8786 3000 To 03 8812 2981
03 5786 1000 To 03 5789 1499	03 9009 0010 To 03 9009 2600
03 5931 0000 To 03 5998 9096	03 9220 0240 To 03 9221 0352
03 8300 0132 To 03 8307 8853	03 9255 0039 To 03 9255 6900
03 8327 5900 To 03 8339 0999	03 9266 0083 To 03 9266 3999
03 8360 8000 To 03 8368 2999	03 9300 1000 To 03 9899 9999
03 8390 0001 To 03 8390 9999	03 9915 1900 To 03 9916 1972
03 8405 3000 To 03 8415 1999	03 9931 0000 To 03 9931 1999
03 8502 0269 To 03 8511 4987	03 9941 3896 To 03 9941 3897
03 8598 9000 To 03 8629 9999	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 **5 June 2012 to 15 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 **20120605-VIC-S-C-P-GREATER MELBOURNE & GIPPSLAND & NTH EAST VICTORIA**.

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.



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