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 Districts.

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 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 event.

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 apply 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 the coastal areas extending from and including Lakes Entrance to Port Welshpool then follow the coastline southwest past Lakes Entrance to Port Welshpool then continue to follow the coastline southwest past Lakes Entrance to Port Welshpool then continue to follow the coast to the Victoria/New South Wales border then following the coastline southwest past Lakes Entrance to Port Welshpool then continue to follow the coastline southwest past Lakes Entrance to Port Welshpool then continue to follow the coastline southwest past Lakes Entrance to Port Welshpool then continue to follow the coastline southwest past Lakes Entrance to Port Welshpool then continue to follow the coast 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.

Telecommunications Industry Ombudsman (TIO). 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 TIO within 100 working days of the date of the matter.

Copies of this notice are available on our Internet site at http://telstra.com.au and in the White Pages® telephone directory.

**Customer Service Advice From Telstra**

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