

Customer Service Advice from Telstra

Fire impacts service in Warrnambool and surrounding South West District

As previously notified by Telstra on Wednesday 28 November 2012, Telstra's normal operations in Warrnambool and the surrounding South West region in Victoria were affected as a result of a fire at the Warrnambool Exchange on or about Thursday 22 November 2012.

Due to the scale of damage to Telstra's telecommunications network caused by the fire there have been delays to installation and repair activities on a significant number of Telstra services. The delays to normal service, due to the impact of the event, in the affected region have been greater than initially estimated, and as a consequence the expected date for resumption of normal service operations has been extended to 7 December 2012.

Telstra has identified that the effect of these circumstances currently applies to 13,000 services. The date for resumption of normal service operations is based on current information and is indicative only; Telstra customers should anticipate that some further delays may occur. Telstra regrets any inconvenience caused to customers and thanks them for their patience while this work is being undertaken.

Information about the extent of the fire damage and progress in repairing this damage can be sourced from our Internet site <http://www.telstra.com.au/abouttelstra/media-centre/announcements/information-update-telstra-exchange-fire-in-warrnambool.xml>. This information was also widely reported in the news media after the events.

Telstra services encompassed in this exemption are in the area bounded by and including, but not limited to, the area starting at Pt Addis following the coast clockwise to Anglesea, past Lorne to Cape Otway then following the coast northwest past Warrnambool and Portland to the South Australia/Victoria border. The area then follows the South Australian/Victorian state border north to the Wimmera Hwy and then east to Apsley. From Apsley the area continues east through Charam, Wombelano, Toolondo, Wartook, Deap Lead and Warranmang. The area then heads southeast to Avoca, then southwest through Amphitheatre to Buangor. From Buangor the area heads southeast through Carranballac, Mt Bute, Werneth, Wingeel, Moriak back to Pt Addis. 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 5220 0000	To	03 5239 8999	03 5380 1000	To	03 5380 1999
03 5263 0000	To	03 5267 3999	03 5459 7000	To	03 5467 2999
03 5287 1000	To	03 5289 7999	03 5520 2000	To	03 5529 5999
03 5321 9000	To	03 5321 9999	03 5551 0000	To	03 5599 8999
03 5340 6000	To	03 5363 9999			

As these circumstances were outside of Telstra's control, Telstra is claiming an extension to time frames applying under the *Telecommunications (Customer Service Guarantee) Standard 2011*. This means that Telstra is notifying customers that normal service time frames may not be met during the period of **22 November 2012 to 7 December 2012** inclusive (based on Telstra's estimated recovery schedule correct at the time of publication of this notice).

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 20121122-VIC-S-A-P-WARRNAMBOOL & SOUTH WEST DISTRICT.

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 you are still not satisfied with the outcome, you have the option to raise 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® directory.

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