

Customer Service Advice from Telstra

Fire impacts service in Warrnambool and surrounding South West District

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of a fire at a Warrnambool Exchange, in Victoria, on or about Thursday 22 November 2012.

Due to the scale of damage to Telstra's telecommunications network caused by the fire, 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.

Telstra has deployed emergency equipment to the area to assist in restoring services.

- Two Mobile Exchange on Wheels (MEOW) are on site and connecting services. A third MEOW will be on site Tuesday 27 November, 2012. A MEOW is a transportable trailer sized mobile ADSL 2+ enabled exchange which can partially substitute for an existing exchange.
- A number of Satellite Cell on Wheels (SatCOW) are in use to provide mobile network coverage across the area.
- Telstra has restored mobile phone service to 90 per cent of the area.
- Interim phones (satellite or mobile) have been and will continue to be distributed to customers based on medical priority.

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 has identified that the effect of these circumstances may apply to approximately 61,000 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 fire damage. Based on current information, the resumption date of Telstra's normal service operations is expected to be 30 November 2012. This date is indicative only, however, and may be subject to change once the full impact of the fire damage 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 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 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 **22 November 2012** to **30 November 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 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 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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