Staff Redeployment impact service in Melbourne and Greater Melbourne, Central, South West, Wimmera and Mallee Districts of Victoria

As previously notified by Telstra on Tuesday 30 April 2013, Telstra’s normal operations continued to be subject to delays in providing services due to unusually severe weather events. These have caused widespread damage to the Telstra telecommunications network throughout large areas of Queensland and New South Wales. This necessitated redeployment of staff to undertake service restoration activities and improve customer service in these areas.

Due to the prolonged nature of the extreme weather and the extent of the damage to the Telstra network, the impact in the affected region was greater than initially anticipated.

Telstra has made significant progress in clearing the backlog of work in Queensland and New South Wales and is now working to clear the backlog of work in the South Australian areas.

Telstra has identified that the effect of these circumstances applies to an additional 22,000 services, bringing the total number of services impacted to approximately 67,000 services. This number may increase as Telstra assesses the full affect of the circumstances.

Information as to the nature of the severe weather events, which included destructive winds, heavy rainfall, thunderstorms, flash flooding and river floods, Information as to the nature of the severe weather events, which included destructive winds, heavy rainfall, thunderstorms, flash flooding and river floods, has been published.

The BOM issued Severe Weather Warnings regarding these events from 23 January 2013 and continuing until 24 April 2013. Additionally these unusually severe weather events have been widely acknowledged.

Telstra apologises to any affected customers.

CUSTOMER SERVICE ADVICE FROM TELSTRA

Due to the lengthy period of redeployment, a considerable number of staff services have been subject to delays. Telstra is now working to clear the backlog of work, and the expected recovery date is now expected to be 28 June 2013.

As a result, there will be delays to normal installation and repair activities in the Melbourne metropolitan area, as well as in the Greater Melbourne, Central, South West, Wimmera and Mallee regions of Victoria, as staff from this region return to normal duties.

Telstra apologises to any affected customers.

If you have any questions regarding your eligibility for a CSG payment under this notice, or would like to reconsider whether the circumstances were a proper basis for claiming a exemption, you may contact us on the number displayed below. Telstra has not notified the Office of the Telecommunications Industry Ombudsman (OTIO) of these circumstances. Copies of this notice are available on our Internet site at www.telstra.com.au/abouttelstra/notice. If you would like us to reconsider whether the circumstances were a proper basis for claiming a payment under this notice, or would like us to reconsider whether the circumstances were a proper basis for claiming a payment under this notice, you may contact the OTIO on the number displayed below.

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.gov.au) and in the White Pages Telephones directory.

Due to the unusual circumstances affecting the provision of services under the Telecommunications (Customer Service Guarantee) Standard 2011, Telstra will be exempt from complying with the provisions of that Standard.