

# CUSTOMER SERVICE ADVICE FROM TELSTRA

## 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 were affected by a series of extreme weather and flooding events, which caused widespread damage to the Telstra telecommunications network throughout large areas of Queensland and New South Wales. This necessitated redeployment of a large number of Telstra staff from across Australia to the affected regions.

Due to the prolonged nature of the extreme weather and the extent of damage to the Telstra network, the impact in the affected region was greater than initially estimated. However repairs to Telstra infrastructure in affected areas have now progressed to a stage that the redeployed technicians can be released to their usual duties.

Due to the lengthy period of redeployment, a considerable number of 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 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.

Information as to the nature of the severe weather events, which included destructive winds, heavy rainfall, thunderstorms, flash flooding and river floods which occurred in the affected regions can be sourced from the Bureau of Meteorology (BOM). The BOM issued Severe Weather Warnings regarding these events commencing from on or about 23 January 2013 and continuing until 24 April 2013. Additionally these unusually severe weather events have been widely reported by most of the news media.

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 extreme weather conditions. Based on current information, the resumption date of normal service operations is expected to be 28 June 2013. This date 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.

Telstra services affected by this exemption are in the area bounded by and including, but not limited to, the area starting at Jam Jerrup on Western Port Bay then following the Victorian coast west to the South Australia/Victoria border. The area then follows the South Australian/Victorian state border north to Red Bluff Nature Reserve then turns east to Chinaman Flat and following the border of the Wyperfeld National Park anticlockwise to Gunner. From Gunner the area then heads northwest past Underbool to Meringur then directly west to the South Australia/Victoria border, and then following the border north until it meets the New South Wales border. The area continues to follow the South Australia/New South Wales state borders north past the Tarawi Nature Reserve then northeast into New South Wales to Scotia Sanctuary, then heads east to Pooncarie, northeast to Panban, then south to Robinvale on the Victoria/New South Wales border. The area then turns southeast through Boundary Bend to Kyalite in New South Wales, then further southeast to Caldwell, southwest to Leitchville in Victoria and continues southwest through Pyramid Hill to Durham Ox. From Durham Ox the area turns west to Boort, southwest to Buckrabunyule, south to Fentons Creek, southeast to Rheola, south to Moliagul, then southeast through Dunolly, Carisbrook, and Campbelltown to Daylesford. The area then heads northeast to Drummond, east to Pipers Creek, southeast past Heskett to Riddells Creek. From Riddells Creek the area then heads northeast past Bolinda to Darraweit Guim, then south southeast to Kalkallo, then east to Kinglake Central, then east southeast past Kinglake East to Toolangi, then south to Healesville. From Healesville the area heads southeast to Warburton, then following the southern border of the Yarra Ranges National Park northeast to Mount Observation. From Mount Observation the area heads south southeast to the Upper Yarra Dam, then south to Jindivick North, then southwest through Jindivick, Jindivick West and Longwarry to Catani, then south to Yannathan and southwest to Lang Lang then south southwest back to Jam Jerrup. All suburbs, towns, off shore islands and coastal areas serviced by Telstra encompassed by these boundaries are included in this exemption.

Services in the area mentioned above with phone numbers in the following number ranges may have been affected:

03 4333 4000 To 03 4333 9999	03 5931 0000 To 03 5999 4999
03 4367 7000 To 03 4367 9999	03 8206 0000 To 03 8209 9999
03 4432 2000 To 03 4432 2999	03 8290 0000 To 03 8290 8999
03 5018 0000 To 03 5039 9999	03 8301 0000 To 03 8420 9999
03 5050 0000 To 03 5055 9999	03 8431 0000 To 03 8436 9999
03 5070 1000 To 03 5095 6999	03 8458 0000 To 03 8486 9999
03 5220 0000 To 03 5289 7999	03 8508 5000 To 03 8671 9999
03 5320 0000 To 03 5369 5999	03 8690 0000 To 03 8699 9999
03 5380 1000 To 03 5399 4999	03 8710 0000 To 03 8809 9999
03 5420 6000 To 03 5438 8999	03 8822 8000 To 03 8878 9999
03 5450 3000 To 03 5499 9999	03 8892 1000 To 03 8892 5999
03 5520 2000 To 03 5529 5999	03 9076 0000 To 03 9076 9999
03 5551 0000 To 03 5599 8999	03 9106 5000 To 03 9173 8999
03 5624 9000 To 03 5629 9999	03 9200 0000 To 03 9219 9999
03 5734 8000 To 03 5734 8999	03 9230 0000 To 03 9934 9999
03 5786 1000 To 03 5789 1999	03 9953 0000 To 03 9974 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 **8 March 2013 to 28 June 2013** 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 **20130308-VIC-S-C-P-MELBOURNE WEST VIC DISTRICTS**. 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](http://www.tio.com.au)) and in the White Pages® telephone directory.



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