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 Thursday 14 March 2013, Telstra’s normal operations have been affected by a series of extreme weather and flooding events, which have closed roads in the Melbourne and Greater Melbourne, Central, South West, Wimmera and Mallee Districts of Victoria. This has resulted in delays to normal installation and repair activities.

Due to the extent of damage to the Telstra network, the impact in the affected region has been greater than initially estimated, and as a consequence the redeployed staff will remain in the affected regions and continue repair work. This expected recovery date has now been extended to 31 May 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 these regions are redeployed.

Telstra services affected by this exemption are in the area bounded by and including:

- 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 Murray River north 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.
- The area bounded by and including:
  - The Murray River from Mildura south to North Wimmera. All suburbs, towns, off shore islands and coastal areas serviced by Telstra encompassed by these boundaries.
  - Border of the Victoria/New South Wales border to the Murray River. All suburbs, towns, off shore islands and coastal areas serviced by Telstra encompassed by these boundaries.

Telstra regrets any inconvenience caused to customers and thanks them for their patience while this work is being undertaken.

Telstra has identified that the effect of these circumstances applies to an additional 27,000 services, bringing the total number of services impacted to approximately 45,000 services. This number may increase as Telstra assesses the full effect of the extreme weather conditions. Based on current information, the resumption date of normal service operations is expected to be 31 May 2013. This date is indicative of normal service operations.

As previously notified by Telstra on Thursday 14 March 2013, Telstra’s normal service operations in the Melbourne and Greater Melbourne, Central, South West, Wimmera, and Mallee regions of Victoria have been affected by a series of extreme weather and flooding events. This necessitated Telstra to be exempt from complying with the Telecommunications (Customer Service Guarantee) Standard 2011 (the TSG Standard), effective from or about 23 January 2013 and continuing until 31 May 2013. Additionally, Telstra has identified that the effect of these circumstances applies to an additional 27,000 services, bringing the total number of services impacted to approximately 45,000 services. This number may increase as Telstra assesses the full effect of the extreme weather conditions. Based on current information, the resumption date of normal service operations is expected to be 31 May 2013. This date is indicative of normal service operations.

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