

Customer Service Advice from Telstra

Fire impacts service in West and South Gippsland and East Gippsland Districts of Victoria.

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of bushfires in the West and South Gippsland and East Gippsland regions of Victoria, on or about Sunday 9 February 2014 through to Monday 10 February 2014.

Due to road closures and damage to Telstra's telecommunications network caused by the fires, 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 in the directly affected areas, and across the state of Victoria due to the need to redeploy Telstra staff to the affected areas.

Telstra apologises to any affected customers.

Information about the extent of the fire and current warnings can be sourced from the Victorian CFA internet site <http://www.cfa.vic.gov.au/warnings-restrictions/warnings-and-incidents>. 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 1,250 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 28 February 2014. 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 Cape Howe on the Victorian coastline, following the coastline southwest past Wilsons Promontory and Jam Jerrup to Tooradin. From Tooradin the area heads northeast past Gembrook, north northeast to Woods Pt, northeast to Mt Buller Alpine Village then north northeast to Dinner Plain. From Dinner Plain the area continues northeast to Dartmouth then west to Tom Groggin on the Victorian/New South Wales border. The area then follows the Victorian/New South Wales state border southeast back to Cape Howe on the coast. 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 5120 0000 | To | 03 5199 4999 | 03 5942 3000 | To | 03 5956 9999 |
| 03 5621 0000 | To | 03 5637 9999 | 03 5980 1000 | To | 03 5980 2999 |
| 03 5654 0000 | To | 03 5689 1999 | 03 5997 4000 | To | 03 5997 8999 |

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 **10 February 2014** to **28 February 2014** 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 **20140210-VIC-S-B-P-GIPPSLAND BUSHFIRES**.

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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