

Customer Service Advice from Telstra

Fire impacts service in Central, North Central and North East Districts of Victoria.

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of bushfires in the Central, North Central and North East regions of Victoria, on or about Sunday 9 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 1,000 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 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 Rockbank heading northwest to Blackwood, north to Elphinstone, then northeast past Eppalock and Rushworth then north northeast to Thoona. From Thoona the area turns southeast to the Mt Buller Alpine Village then southwest to Woods Pt. The area then turns northwest past Marysville to Wallan then south past Craigieburn to Somerton. From Somerton the area heads southwest back to Rockbank. All suburbs and towns 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 5368 6000	To	03 5368 6999	03 9216 3000	To	03 9219 6999
03 5420 6000	To	03 5433 5999	03 9303 0000	To	03 9308 9999
03 5483 3000	To	03 5483 4999	03 9333 0000	To	03 9333 9999
03 5727 6000	To	03 5736 9999	03 9361 0000	To	03 9361 5999
03 5760 0000	To	03 5799 9999	03 9390 1000	To	03 9390 9999
03 5826 1000	To	03 5826 7999	03 9449 0000	To	03 9449 9999
03 8338 3000	To	03 8362 6999	03 9740 0000	To	03 9746 5999
03 8390 7000	To	03 8390 9999	03 9930 0000	To	03 9930 9999
03 8746 7000	To	03 8746 9999	03 9971 6000	To	03 9971 6999

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-KILMORE BUSHFIRES AND SURROUNDING AREA**.

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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