

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in Melbourne and the surrounding Central District of Victoria.**

As previously notified by Telstra on Tuesday 15 April 2014, Telstra's normal operations in Melbourne and the surrounding Central District region of Victoria were affected by a series of extreme weather events on or about Wednesday 9 April 2014 through to Thursday 10 April 2014. Telstra's telecommunications network in these areas have experienced high levels of damage that resulted in delays to installation and repair activities on a significant number of Telstra services. 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 of the continued weather effects, the expected recovery date has now been extended to 25 May 2014.

Telstra has identified that the effect of these circumstances applies to an additional 15,000 services bringing the total number of services impacted to approximately 33,200 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 25 May 2014. 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 encompassed in this exemption are in the area bounded by and including, but is not limited to, the area starting at Jam Jerrup, follow the Western Port Coastline anticlockwise past Hastings to Flinders, then following the Mornington Peninsula coastline clockwise to Point Nepean, then continue to follow the coastline of Port Phillip Bay in a anticlockwise direction past Sorrento, Mornington, Frankston, Sandringham, Williamstown, Pt Wilson, Geelong, Queenscliff, Torquay to Pt Addis. From Pt Addis the area heads northwest past Buckley to Shelford then northeast past Balliang to Ballan then north past Glenlyon to Castlemaine. From Castlemaine the area turns southeast past Pastoria, Romsey, Darraweit Guim and Upper Plenty to Kinglake West. From Kinglake West the area turns northeast to Buxton, southeast to Woods Pt, then south to the Baw Baw National Park. From the Baw Baw National Park the area then turns southwest past Neerim South, Drouin and Ripplebrook back to Jam Jerrup. All suburbs, 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 4367 7000 | To | 03 4367 9999 | 03 8431 0000 | To | 03 8436 9999 |
| 03 5220 4000 | To | 03 5229 9999 | 03 8458 0000 | To | 03 8486 9999 |
| 03 5240 0000 | To | 03 5284 9999 | 03 8508 5000 | To | 03 8671 9999 |
| 03 5366 0000 | To | 03 5369 5999 | 03 8690 0000 | To | 03 8699 9999 |
| 03 5420 6000 | To | 03 5428 9999 | 03 8710 0000 | To | 03 8809 9999 |
| 03 5483 3000 | To | 03 5483 4999 | 03 8822 8000 | To | 03 8878 9999 |
| 03 5734 8000 | To | 03 5734 8999 | 03 8892 1000 | To | 03 8892 5999 |
| 03 5786 1000 | To | 03 5789 1999 | 03 9076 0000 | To | 03 9076 9999 |
| 03 5931 0000 | To | 03 5999 4999 | 03 9106 5000 | To | 03 9173 8999 |
| 03 8206 0000 | To | 03 8209 9999 | 03 9200 0000 | To | 03 9219 9999 |
| 03 8290 0000 | To | 03 8290 8999 | 03 9230 0000 | To | 03 9934 9999 |

03 8301 0000

To 03 8420 9999

03 9953 0000

To 03 9974 9999

As these circumstances were outside of Telstra's control, Telstra is claiming an extension to time frames applying under the *Telecommunications (Customer Service Guarantee) Standard 2011*. This means that Telstra is notifying customers that normal service time frames may not be met during the period of **10 April 2014 to 25 May 2014** inclusive (based on Telstra's estimated recovery schedule correct at the time of publication of this notice).

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 **20140410-VIC-S-C-P-MELBOURNE AND CENTRAL DISTRICT**.

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 you are still not satisfied with the outcome, you have the option to raise 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® directory.

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