

Customer Service Advice from Telstra

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

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of a series of extreme weather events in the Melbourne and the surrounding Central District region of Victoria on or about Wednesday 9 April 2014 through to Thursday 10 April 2014.

Due to the effect of damage to the Telstra telecommunications network by severe weather caused by a low pressure trough, 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.

Telstra apologises to any affected customers.

Information as to the nature of these severe weather events can be sourced from the Bureau of Meteorology (BOM). Heavy rainfall and flash flooding are referred to in the BOM Severe Weather Warning issued for 9 April 2014 initially at 3:30 pm EST on Wednesday 9 April 2014; all of which were widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances may apply to approximately 18,200 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 extreme weather conditions. Based on current information, the resumption date of Telstra's normal service operations is expected to be 4 May 2014. This date is indicative only, however, and may be subject to change once the full impact of the extreme weather conditions 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 is not limited to, the area starting at Jam Jerrup, follow the Western Port Coastline anticlockwise past Hasting 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 Pasteria, 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 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 April 2014** to **4 May 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 **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 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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