

Customer Service Advice from Telstra

Extreme Weather events impact service in Northern Country, Central, North Central and part of the South West Districts of Victoria and lower part of the Riverina District of New South Wales.

As previously notified by Telstra on Thursday 17 April 2014, Telstra's normal operations in the Northern Country, Central, North Central and part of the South West Districts of Victoria and lower part of the Riverina District of New South Wales were affected by a series of extreme weather events on or about Wednesday 9 April 2014 through to Friday 11 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 1,400 services bringing the total number of services impacted to approximately 4,700 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 not limited to, the area starting at Vite Vite North heading north past St Arnaud, Dooboobetic and Dumosa to Ultima. From Ultima the area heads northeast across the VIC/NSW border to Kyalite, southeast past Cunninyeuk to Mathoura then northeast to Urana. The area then turns southeast to Brocklesby, south across the NSW/VIC border to Woragee then west to St James. From St James the area turns southwest past Murchison to Toolleen, north to Leitchville then southwest to Pyramid Hill. From Pyramid Hill the area heads south to Marong, southeast to Sutton Grange and southwest to Glenlyon then southeast past Balliang to Lara. The area then turns west past Shelford then northwest past Mt Bute back to Vite Vite North. 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:

02 6030 0000	To	02 6044 5999	03 5360 8000	To	03 5368 9999
03 4333 4000	To	03 4333 9999	03 5430 8000	To	03 5438 8999
03 4432 2000	To	03 4432 2999	03 5450 3000	To	03 5496 2999
03 5032 0000	To	03 5039 9999	03 5596 5000	To	03 5596 5999
03 5073 0000	To	03 5073 0099	03 5726 8000	To	03 5726 8999
03 5220 9000	To	03 5220 9999	03 5742 0000	To	03 5748 7999
03 5238 9000	To	03 5238 9999	03 5764 4000	To	03 5765 3999
03 5281 3000	To	03 5286 8999	03 5820 0000	To	03 5833 9999
03 5320 0000	To	03 5349 8999	03 5851 0000	To	03 5890 0999

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 **14 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 **20140414-VIC-S-C-P-REGIONAL WEST VICTORIA**.

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) and in the White Pages® directory.

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