

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in Mallee, Wimmera, Northern Country, Central, North Central and part of the South West Districts of Victoria and Lower Western, Riverina and part of the Central West Slopes and Plains Districts of New South Wales.**

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 Mallee, Wimmera, Northern Country, Central, North Central and part of the South West Districts of Victoria and Lower Western, Riverina and part of the Central West Slopes and Plains Districts of New South Wales on or about Wednesday 9 April 2014 through to Friday 11 April 2014.

Due to the effect of damage to the Telstra telecommunications network by a trough of low pressure, 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 rain and flash flooding are referred to in the BOM Severe Weather Warning issued for 9 April 2014 initially at 3:22 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 3,300 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 not limited to, the area starting at Anglesea following the coastline southwest to Apollo Bay. The area then turns northwest past Alvie to Skipton, then north to Amphitheatre. From Amphitheatre the area turns west past Telangatuk and Apsley to the South Australian Border. The boundary follows the border North to New South Wales and then follows the New South Wales/South Australia border to the Tarawi Nature Reserve, where it turns east past Travellers Lake and Pooncarie to Pan Ban. From Pan Ban the area turns northeast to Ivanhoe then southeast past Wallanthery to Kikoira. The area turns northeast to Burcher then southeast to Barmedman. From Barmedman the area turns southwest past Rannock, Brookdale to Daysdale. The area turns southeast to Balldale then southwest crossing the New South Wales/Victorian border past Rutherglen, St James, Kialla, Rushworth, Sutton Grange to Bullarto. From Bullarto the area turns south to Anakie then southwest to Wingeel. The area then heads southeast back to Anglesea. 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:

02 5971 7000

To 02 5976 3999

03 5281 3000

To 03 5289 7999

02 6030 0000	To	02 6044 5999	03 5320 0000	To	03 5368 9999
02 6890 0000	To	02 6896 9999	03 5380 8000	To	03 5399 4999
02 6920 4000	To	02 6939 9999	03 5430 0000	To	03 5499 9999
02 6950 0000	To	02 6997 3999	03 5555 4000	To	03 5555 4999
03 4333 4000	To	03 4333 9999	03 5586 1000	To	03 5596 5999
03 4432 2000	To	03 4432 2999	03 5726 8000	To	03 5726 8999
03 5018 0000	To	03 5039 9999	03 5742 0000	To	03 5748 7999
03 5050 0000	To	03 5055 9999	03 5764 4000	To	03 5765 3999
03 5070 1000	To	03 5095 6999	03 5820 0000	To	03 5833 9999
03 5220 0000	To	03 5238 9999	03 5851 0000	To	03 5898 3999
03 5263 0000	To	03 5267 3999			

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 **14 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 **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 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](http://www.tio.com.au)) and in the White Pages® telephone directory.

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