

Customer Service Advice from Telstra

Extreme Weather events impact service in Northern Country, North Central and North East Districts of Victoria and parts of South West Slopes and Riverina 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 Northern Country, North Central and North East Districts of Victoria and parts of South West Slopes and Riverina Districts of New South Wales on or about Tuesday 27 May 2014.

Due to the effect of damage to the Telstra telecommunications network by severe thunderstorms, 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, damaging winds and flash flooding are referred to in the BOM Severe Weather Warning issued for 27 May 2014 initially at 4:27 pm Tuesday, 27 May 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 2,100 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 15 June 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 Mt Buller heading southwest to Woods Pt then turning northwest past Marysville, Darraweit Guim and Romsey to Pastoria. From Pastoria the area heads north to Redesdale, northwest past Sutton Grange, Marong, Korong Vale and Buckrabanyule to Ultima. From Ultima the area heads northeast across the VIC/NSW border to Kyalite, southeast past Cunninyeuk to Mathoura then northeast to Urana and southeast past Culcairn to Tumbarumba. From Tumbarumba the area turns southwest crossing the NSW/VIC border to Dartmouth, south to Glen Valley, then southwest past Dinner Plain back to Mt Buller. 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 6020 0000	To	02 6075 9999	03 5421 6000	To	03 5457 9999
03 4432 2000	To	03 4432 2999	03 5477 8000	To	03 5494 7999
03 5032 0000	To	03 5039 9999	03 5720 0000	To	03 5799 9999
03 5073 0000	To	03 5073 0099	03 5820 0000	To	03 5833 9999
03 5150 8000	To	03 5159 6999	03 5851 0000	To	03 5890 0999

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 **29 May 2014** to **15 June 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 **20140529-VIC-S-C-P-CENTRAL VIC AND RIVERINA NSW**.

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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