

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in Melbourne, Central, North Central, Northern Country, North East, West and South Gippsland and parts of the South West and East Gippsland Districts of Victoria.**

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of a series of severe weather events in Melbourne and the Central, North Central, Northern Country, North East, West and South Gippsland and parts of the South West and East Gippsland regions of Victoria on or about Sunday 26 October 2014.

Due to the effect of damage to the Telstra telecommunications network by severe thunderstorms and lightning, 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 Weatherzone at <http://www.weatherzone.com.au/>. Heavy rainfall and lightning across the aforementioned regions are detailed within this site for Sunday 26 October 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 9,000 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 16 November 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 Petmans Beach following the coastline west and southwest past Lakes Entrance and Seaspray to Port Welshpool. The area turns north to the Mt Baw Baw Alpine Village, southwest past Neerim to Koo-wee-rup, northwest to Seaford then follows the coastline north to Beaumaris. The area turns northeast to Oakleigh, west to St Kilda, north to South Yarra then northeast past St Andrews to King Lake. From King Lake the area heads northwest to Wallan, south past Craigieburn to Campbellfield, southwest to Deer Park then south to Point Cook. The area follows the coastline to Pt Wilson then turns northwest to Lara, west past Bannockburn to Wingeel then southwest to Angelsea. The area follows the coastline past Apollo Bay to Cape Otway turning northwest to Vite Vite North, northeast past Raglan and Buckrabanyule to Leitchville. From Leitchville the area heads southeast to Toolleen, northeast past Rushworth and Kialla to Thoona then southeast past Docker, Carboor, Abbeyard and Nowa Nowa back to Petmans Beach. 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 4333 4000	To	03 4333 9999	03 8585 2100	To	03 8587 9999
03 4367 7000	To	03 4367 9999	03 8598 0000	To	03 8635 1399

03 5120 0000	To	03 5199 4999	03 8656 0200	To	03 8664 8799
03 5220 0000	To	03 5238 9999	03 8695 3800	To	03 8699 2799
03 5263 0000	To	03 5267 3999	03 8710 0000	To	03 8809 9999
03 5281 3000	To	03 5289 7999	03 8822 8000	To	03 8878 9999
03 5320 0000	To	03 5349 8999	03 8892 1000	To	03 8892 4999
03 5360 8000	To	03 5369 5999	03 9076 0000	To	03 9076 9999
03 5420 6000	To	03 5496 2999	03 9201 3000	To	03 9219 6999
03 5596 4000	To	03 5596 5999	03 9230 1000	To	03 9308 9999
03 5624 9000	To	03 5629 8999	03 9320 2600	To	03 9320 2699
03 5727 6000	To	03 5736 9999	03 9333 0000	To	03 9333 9999
03 5760 0000	To	03 5799 9999	03 9349 7800	To	03 9349 7899
03 5826 1000	To	03 5826 7999	03 9361 0000	To	03 9368 1899
03 5940 0000	To	03 5969 9999	03 9380 3800	To	03 9395 9999
03 5990 0000	To	03 5999 4999	03 9412 1700	To	03 9425 8599
03 8290 1000	To	03 8290 8999	03 9449 0000	To	03 9449 9999
03 8338 3000	To	03 8362 6999	03 9473 1200	To	03 9637 7999
03 8376 5000	To	03 8376 5999	03 9653 1900	To	03 9709 9999
03 8390 7000	To	03 8390 9999	03 9720 0000	To	03 9906 8999
03 8415 6600	To	03 8416 7499	03 9920 8000	To	03 9934 8899
03 8508 5000	To	03 8574 8999	03 9953 1000	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 **27 October 2014** to **16 November 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 **20141027-VIC-S-C-P-MELBOURNE AND SURROUNDING DISTRICTS**.

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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