

Customer Service Advice from Telstra

Extreme Weather events impact service in North East, North Central and Gippsland Districts and part of the Northern Country District of Victoria and part of the Riverina District 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 North East, North Central and Gippsland regions and part of the Northern Country Region of Victoria and part of the Riverina District of New South Wales on or about Monday 24 November 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). Damaging wind, heavy rainfall and large hailstones are referred to in the BOM Severe Weather Warning issued for 24 November 2014 initially at 10:58 am Monday, 24 November 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 1,150 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 7 December 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 past the Mt Baw Baw Alpine Village to Woods Point, northwest past Wallan and Romsey to Pastoria then north to Redesdale. From Redesdale the area heads northeast past Murchison to Yundool and continuing northeast crossing the VIC/NSW border past Brocklesby to Walbundrie. The area turns southeast to Ournie, southwest crossing the NSW/VIC border past Dartmouth to Dinner Plain then southeast past 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:

| | | | | | |
|--------------|----|--------------|--------------|----|--------------|
| 02 6020 0000 | To | 02 6075 9999 | 03 5750 1000 | To | 03 5799 9999 |
| 03 5120 0000 | To | 03 5199 4999 | 03 5826 1000 | To | 03 5826 7999 |
| 03 5421 6000 | To | 03 5433 5999 | 03 5957 5000 | To | 03 5963 7999 |
| 03 5720 0000 | To | 03 5736 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 **25 November 2014** to **7 December 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 **20141125-VIC-S-C-P-CENTRAL AND NTH EAST VIC AND GIPPSLAND**.

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.

® Registered Trade Mark of Telstra Corporation Limited.