

Customer Service Advice from Telstra

Extreme Weather events impact service in Central, North Central, Northern Country, North East, West & South Gippsland and East Gippsland Districts of Victoria and South Coast, Snowy Mountains, 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 Central, North Central, Northern Country, North East, West & South Gippsland and East Gippsland Districts of Victoria and South Coast, Snowy Mountains, South West Slopes and Riverina Districts of New South Wales on or about Wednesday 7 January 2015 through to Saturday 10 January 2015.

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 is referred to in the BOM Severe Weather Warning issued for 7 January 2015 initially at 2:34 pm Wednesday, 7 January 2015; 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 2,900 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 8 February 2015. 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 Bermagui following the NSW coastline south past Eden crossing the border into Victoria past Cape Howe, Lakes Entrance and Wilsons Promontory to Koo Wee Rup. From Koo Wee Rup the area heads northeast to Woods Point, west to Narbethong and then northwest past Blackwood to Warrak. The area then heads north to Donald, northeast crossing the Victorian – New South Wales border to Deniliquin, southeast to Berrigan then north to Goolgowi. From Goolgowi the area heads northeast to Burcher, southeast to Frogmore and south to Brindabella. The area heads southwest to Tumbarumba, east to Jerangle and southeast back to Bermagui. All suburbs and towns, including 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 5924 4000	To	02 5942 3999	03 5343 6000	To	03 5348 9999
02 5963 3000	To	02 5963 3999	03 5421 0000	To	03 5496 2999
02 6020 0000	To	02 6077 9999	03 5621 0000	To	03 5637 9999
02 6380 0000	To	02 6391 6999	03 5654 0000	To	03 5689 1999
02 6448 0000	To	02 6459 9999	03 5720 0000	To	03 5799 9999

02 6491 0000	To	02 6499 9999	03 5820 0000	To	03 5833 9999
02 6920 0000	To	02 6949 5999	03 5851 0000	To	03 5888 5999
02 6971 0000	To	02 6982 9999	03 5945 8000	To	03 5963 7999
03 5120 0000	To	03 5199 4999	03 5980 1000	To	03 5980 2999
03 5321 6000	To	03 5321 6999	03 5997 4000	To	03 5997 8999

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 **9 January 2015** to **8 February 2015** 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 **20150109-VIC-S-C-P-CENTRAL AND EASTERN VICTORIA AND SOUTHEAST 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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