

Customer Service Advice from Telstra

Extreme Weather events impact service in Northern Country and parts of Central and North Central Districts of Victoria and parts of Riverina District of New South Wales.

As previously notified by Telstra on Thursday 15 January 2015, Telstra's normal operations in the Northern Country and parts of Central and North Central Districts of Victoria and parts of Riverina District of New South Wales were affected by a series of extreme weather events on or about Wednesday 7 January 2015 through to Saturday 10 January 2015. Telstra's telecommunications network in these areas have experienced high levels of damage that resulted in delays to installation and repair activities on a significant number of Telstra services. Due to the extent of damage to the Telstra network, the impact in the affected region has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has now been extended to 22 February 2015.

Telstra has identified that the effect of these circumstances applies to an additional 470 services bringing the total number of services impacted to approximately 3,370 services. This number may increase as Telstra assesses the full affect of the extreme weather conditions. Based on current information, the resumption date of normal service operations is expected to be 22 February 2015. This date is indicative only; Telstra customers should anticipate that some further delays may occur. 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 Jerilderie in New South Wales, heading southeast to Rand, then turns south crossing the Victorian border to Chiltern. The area turns southwest past Violet Town, and Heathcote to Sutton Grange. The area then heads southeast to Woodend and southwest to Blackwood. The area then heads northeast to Warrak, north to Donald, northeast crossing the Victorian – New South Wales border past Deniliquin, and back to Jerilderie. 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 6030 0000	To	02 6044 5999	03 5742 0000	To	03 5748 7999
03 5321 6000	To	03 5321 6999	03 5764 4000	To	03 5765 3999
03 5343 6000	To	03 5348 9999	03 5820 0000	To	03 5833 9999
03 5421 0000	To	03 5496 2999	03 5851 0000	To	03 5888 5999
03 5726 8000	To	03 5726 8999			

As these circumstances were outside of Telstra's control, Telstra is claiming an extension to time frames applying under the *Telecommunications (Customer Service Guarantee) Standard 2011*. This means that Telstra is notifying customers that normal service time frames may not be met during the period of **9 January 2015 to 22 February 2015** inclusive (based on Telstra's estimated recovery schedule correct at the time of publication of this notice).

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 you are still not satisfied with the outcome, you have the option to raise 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® directory.

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