

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in South West, Wimmera, Mallee, Northern Country, North Central and part of the Central Districts of Victoria and parts of the Lower Western 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 South West, Wimmera, Mallee, Northern Country, North Central and part of the Central Districts of Victoria and parts of the Lower Western and Riverina Districts of New South Wales on or about Monday 12 January 2015 through to Tuesday 13 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 12 January 2015 initially at 3:30 pm EDT on Monday 12 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 1,900 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 1 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 Pt Wilson following the coastline past Geelong, Warrnambool and Portland to the South Australian Border. The boundary follows the border north to New South Wales and then follows the New South Wales/South Australia border to the Tarawi Nature Reserve where it turns northeast to Coombah. From Coombah the area heads east to Ivanhoe, southeast to Kikoira, then southwest past Deniliquin and crossing the New South Wales/Victorian border to Jarklin. The area turns southeast past Sutton Grange to Pipers Creek, southwest to Blackwood then northwest to Amphitheatre. From Amphitheatre the area heads south to Mt Bute then southeast past Shelford back to Pt Wilson. 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 6890 0000	To	02 6896 9999	03 5321 9000	To	03 5321 9999
02 6960 0000	To	02 6968 8599	03 5340 6000	To	03 5365 9999
02 6990 0000	To	02 6997 3999	03 5380 1000	To	03 5399 4999
03 4432 2000	To	03 4432 2999	03 5450 3000	To	03 5499 9999
03 5018 0000	To	03 5039 9999	03 5520 2000	To	03 5529 5999

03 5050 0000	To	03 5055 9999	03 5551 0000	To	03 5599 8999
03 5070 1000	To	03 5095 6999	03 5880 0000	To	03 5898 3999
03 5220 0000	To	03 5289 7999			

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 **14 January 2015** to **1 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 **20150114-VIC-S-C-P-WEST VICTORIA AND WEST 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](http://www.tio.com.au)) and in the White Pages® telephone directory.

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