

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in parts of Northern Country, Central, South West and Wimmera Districts of Victoria.**

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 parts of Northern Country, Central, South West and Wimmera Districts of Victoria on or about Friday 13 February 2015 through to Sunday 15 February 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). Damaging wind, large hailstones and heavy rainfall are referred to in the BOM Severe Weather Warning issued for 13 February 2015 initially at 12:32 pm Friday, 13 February 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 3,700 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 22 March 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 Leitchville, heading southeast to Rochester and south to Lancefield. The area then heads southwest to Balliang and southeast to the coast at Cocoroc. From Cocoroc the area follows the Port Phillip Bay coastline heading west past Geelong and St Leonards and continues past Lorne to Cape Otway. The area then heads north past Skipton to Redbank, southwest to Glenisla and west to Langkoop near the South Australian border. Heading north along the border to Murrayville, the area then turns southeast past Berriwillock to Buckrabanyule and northeast back to Leitchville. 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:

03 4333 4000	<b>To</b>	03 4333 9999	03 5380 8000	<b>To</b>	03 5399 4999
03 5077 2000	<b>To</b>	03 5085 4999	03 5421 0000	<b>To</b>	03 5499 9999
03 5220 0000	<b>To</b>	03 5289 7999	03 5555 4000	<b>To</b>	03 5555 4999
03 5320 0000	<b>To</b>	03 5369 4999	03 5586 1000	<b>To</b>	03 5596 5999

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 **16 February 2015** to **22 March 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 **20150216-VIC-S-C-P-CENTRAL AND WESTERN VICTORIA**.

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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