

Customer Service Advice from Telstra

Extreme Weather events impact service in East Gippsland, West & South Gippsland, North Central and North East Districts of Victoria and Riverina, South Coast and Snowy Mountains 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 East Gippsland, West & South Gippsland, North Central and North East Districts of Victoria and Riverina, South Coast and Snowy Mountains Districts of New South Wales on or about Wednesday 11 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). Large hailstones, damaging wind and heavy rainfall are referred to in the BOM Severe Weather Warning issued for 11 February 2015 initially at 1:21 pm Wednesday, 11 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 5,100 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 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 north to Narbethong and then turns northeast past Whittlesea and Wallan to Kyneton. The area then turns northeast past Murchison and Dookie crossing the NSW border to Howlong. The area then follows the Murray River west past Moama and Barham to Robinvale, then heads north to Menindee, southeast past Burcher to Temora and southwest to Rand. From Rand the area heads southeast past 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 5971 7000	To	02 5976 3999	03 5621 0000	To	03 5637 9999
02 6020 0000	To	02 6077 9999	03 5654 0000	To	03 5689 1999
02 6448 0000	To	02 6459 9999	03 5720 0000	To	03 5736 9999
02 6491 0000	To	02 6499 9999	03 5750 1000	To	03 5799 9999
02 6890 0000	To	02 6896 9999	03 5826 1000	To	03 5826 7999

02 6920 4000	To	02 6997 3999	03 5880 0000	To	03 5898 3999
03 5020 0000	To	03 5020 9999	03 5945 8000	To	03 5963 7999
03 5071 9000	To	03 5071 9999	03 5980 1000	To	03 5980 2999
03 5120 0000	To	03 5199 4999	03 5997 4000	To	03 5997 8999
03 5421 6000	To	03 5433 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-EASTERN VICTORIA AND SOUTHERN 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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