

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in parts of the Central and North Central 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 the Central and North Central Districts of Victoria on or about Friday 13 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, heavy rainfall and large hailstones are referred to in the BOM Severe Weather Warning issued for 13 February 2015 initially at 1:54 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 19,000 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 15 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 is not limited to, the area starting at Jam Jerrup, following the coastline west past Hastings to Flinders, then following the Mornington Peninsula coastline to Portsea. Continuing to follow the coastline of Port Phillip Bay in an anticlockwise direction the area turns past Sorrento, Mornington, Frankston, Sandringham and Williamstown to Point Wilson. From Point Wilson the area heads northwest past Balliang to Ballan then north to Glenlyon and northeast past Kyneton to Pastoria. The area turns southeast past Romsey, Darraweit Guim and Upper Plenty to Kinglake West. The area turns northeast to Buxton, southeast to Woods Point, then south to the Baw Baw National Park. From the Baw Baw National Park the area then turns southwest past Neerim South, Drouin and Ripplebrook back to Jam Jerrup. 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:

03 4367 7000	<b>To</b>	03 4367 9999	03 8431 0000	<b>To</b>	03 8436 9999
03 5220 8000	<b>To</b>	03 5227 9999	03 8458 0000	<b>To</b>	03 8486 9999
03 5282 0000	<b>To</b>	03 5284 9999	03 8508 5000	<b>To</b>	03 8671 6999
03 5366 0000	<b>To</b>	03 5369 5999	03 8695 1000	<b>To</b>	03 8699 9999
03 5420 6000	<b>To</b>	03 5428 9999	03 8710 0000	<b>To</b>	03 8809 9999
03 5483 3000	<b>To</b>	03 5483 4999	03 8822 8000	<b>To</b>	03 8878 9999

03 5624 9000	To	03 5629 8999	03 8892 1000	To	03 8892 5999
03 5734 8000	To	03 5734 8999	03 9076 0000	To	03 9076 9999
03 5786 1000	To	03 5789 1999	03 9200 2300	To	03 9219 9999
03 5931 0000	To	03 5999 4999	03 9230 0200	To	03 9934 9999
03 8290 0000	To	03 8290 8999	03 9953 0000	To	03 9974 9999
03 8301 0000	To	03 8420 9999			

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 15 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-MELBOURNE AND SURROUNDING DISTRICTS**.

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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