

# Customer Service Advice from Telstra

## Extreme Weather events impact service in parts of Central District 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 Central District of Victoria on or about Saturday 28 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 is referred to in the BOM Severe Weather Warning issued for 28 February 2015 initially at 7:51 pm EDT on Saturday 28 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 8,100 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 5 April 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 Research heading southeast past Croydon to Powelltown. The area then heads southwest to Narre Warren North and then south to Cranbourne North, northwest to Dandenong South and southwest to Bonbeach. From Bonbeach follow Port Phillip Bay towards Melbourne passing Sandringham to Elwood. The area turns east to Oakleigh and then northeast past Burwood and Doncaster back to Research. All suburbs, towns 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 5949 0000	To	03 5969 9999	03 9201 3000	To	03 9215 9999
03 8508 5800	To	03 8508 5899	03 9230 2300	To	03 9298 9999
03 8520 9000	To	03 8599 9999	03 9490 7700	To	03 9490 7799
03 8629 8300	To	03 8635 1399	03 9508 5100	To	03 9599 9999
03 8664 8400	To	03 8664 8799	03 9631 9600	To	03 9631 9699
03 8696 5000	To	03 8696 5399	03 9700 0000	To	03 9709 8999
03 8710 0000	To	03 8727 9999	03 9720 0000	To	03 9739 9999
03 8739 0000	To	03 8739 9999	03 9751 0000	To	03 9814 9999
03 8756 0000	To	03 8809 9999	03 9830 6000	To	03 9856 9999
03 8822 8000	To	03 8851 3599	03 9870 0000	To	03 9905 9999
03 8870 0000	To	03 8878 9999	03 9920 7000	To	03 9932 6999

03 8892 1000      **To**   03 8892 4999                      03 9954 1000                      **To**   03 9963 9999  
03 9076 1000      **To**   03 9076 6999

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 **3 March 2015 to 5 April 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 **20150303-VIC-S-C-P-MELBOURNE AND GREATER EASTERN MELBOURNE**.

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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