

Customer Service Advice from Telstra

Staff Redeployment impact service in Gippsland and North East Districts and parts of the Central, North Central and Northern Country Districts of Victoria and parts of the Riverina, Central West Slopes and Plains, South West Slopes, Central Tablelands, Southern Tablelands and South Coast Districts of New South Wales.

Due to the effect of a series of extreme weather events, which have caused damage to the Telstra telecommunications network throughout widespread areas of coastal New South Wales, there has been a significant increase in the number of Telstra services being reported as faulty in those regions.

Due to the extent and severity of these ongoing extreme weather events, Telstra have redeployed a large number of staff from across Australia to the affected regions. As a result, there will be delays to normal installation and repair activities in the Gippsland and North East Districts and parts of the Central, North Central and Northern Country Districts of Victoria and parts of the Riverina, Central West Slopes and Plains, South West Slopes, Central Tablelands, Southern Tablelands and South Coast Districts of New South Wales.

Telstra apologises to any affected customers.

Information as to the nature of extreme weather conditions, which included destructive and damaging winds, heavy rainfall and damaging surf which occurred in the affected regions can be sourced from the Bureau of Meteorology (BOM). The BOM issued Severe Weather Warnings regarding these events commencing on or about Monday 20 April 2015. Additionally these unusually severe weather events have been widely reported by most of the news media.

Telstra has identified that the effect of these circumstances may apply to approximately 1,250 services in aforementioned areas. 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 28 June 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 Cape Howe on the NSW/Victoria border following the coastline south past Lakes Entrance and Wilsons Promontory to Koo Wee Rup. From Koo Wee Rup the area heads north to Narbethong and then turns northwest past Whittlesea and Wallan to Kyneton. The area then heads northeast past Murchison and Dookie crossing the NSW border to Howlong, northwest to Daysdale then northeast to Bribbaree. From Bribbaree the area heads east to Godfreys Creek, southeast to Narrawa, southwest to Cabramurra then southeast past Numeralla to Bermagui. The area then follows to NSW coastline south past Eden back to Cape Howe on the NSW/Victoria border. 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 5924 4000

To 02 5942 3999

03 5421 6000

To 03 5433 5999

02 5963 3000	To	02 5963 3999	03 5621 0000	To	03 5637 9999
02 6020 0000	To	02 6077 9999	03 5654 0000	To	03 5689 1999
02 6380 0000	To	02 6391 6999	03 5720 0000	To	03 5736 9999
02 6448 0000	To	02 6459 9999	03 5750 1000	To	03 5799 9999
02 6491 0000	To	02 6499 9999	03 5826 1000	To	03 5826 7999
02 6920 0000	To	02 6949 5999	03 5945 8000	To	03 5963 7999
02 6971 0000	To	02 6982 9999	03 5980 1000	To	03 5980 2999
03 5120 0000	To	03 5199 4999	03 5997 4000	To	03 5997 8999

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 **27 May 2015** to **28 June 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 **20150527-VIC-S-C-P-NORTH AND EAST 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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