

# Customer Service Advice from Telstra

## **Severe Weather events impact service in parts of the Central, North Central, Mallee, Northern Country and North East Districts of Victoria and parts of the Lower Western, Riverina and South West Slopes 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 severe weather events in parts of the Central, North Central, Mallee, Northern Country and North East Districts of Victoria and parts of the Lower Western, Riverina and South West Slopes Districts of New South Wales on or about Sunday 1 November 2015.

Due to the effect of damage to the Telstra telecommunications network by a low pressure trough, 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). Destructive winds, large hailstones and heavy rainfall are referred to in the BOM Severe Weather Warning issued for 1 November 2015 initially at 2:50 pm Sunday, 1 November 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 2,900 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 29 November 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 Mt Buller heading southwest to Woods Pt then turning northwest past Marysville, Darraweit Guim, Romsey and Pastoria to Metcalfe. From Metcalfe the area heads north past Kamarooka to Patho, southwest to Wedderburn then turning northwest to Berriwillock. From Berriwillock the area heads northeast across the VIC/NSW border to Kyalite, northwest to Weimby, north to Garnpung Lake, northeast to Ivanhoe then southeast to Ungarie. The area turns northeast to Burcher, southeast past Quandialla to Binda, southwest to Jugiong, southeast to Brindabella, then southwest past Tumbarumba crossing the NSW/VIC border to Dartmouth. The area heads south to Glen Valley, southwest past Dinner Plain back to Mt Buller. All suburbs and towns 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 5071 9000	To	03 5073 0099
02 5971 7000	To	02 5971 7999	03 5421 6000	To	03 5433 6999
02 6020 2000	To	02 6075 9999	03 5450 3000	To	03 5456 7999
02 6380 0000	To	02 6391 6999	03 5480 0000	To	03 5489 7999

02 6920 6200	To	02 6997 3999	03 5720 0000	To	03 5799 9999
03 5020 0000	To	03 5020 9999	03 5820 0000	To	03 5833 5999
03 5032 0000	To	03 5037 7999	03 5851 0000	To	03 5898 3999

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 **2 November 2015** to **29 November 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 **20151102-VIC-S-C-P-NORTHERN 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](http://www.tio.com.au)) and in the White Pages® telephone directory.

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