

Customer Service Advice from Telstra

Severe Weather events impact service in Metropolitan Melbourne and part of the 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 Metropolitan Melbourne and part of the Central District of Victoria on or about Thursday 5 November 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). Very heavy rainfall, large hail and damaging winds are referred to in the BOM Severe Weather Warning issued for 5 November 2015 initially at 2:01 pm Thursday, 5 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 12,250 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 6 December 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 Chelsea following the coastline of Port Phillip Bay past Sandringham to Elwood then north to the Yarra River and following the Yarra River westerly to Hobsons Bay. From Hobsons Bay the area follows the coastline past Williamstown, Pt Wilson, Geelong, Queenscliff, Torquay to Aireys Inlet. The area turns inland heading northwest past Winchelsea to Wingeel, northeast past Ballan to Woodend then southeast past Darraweit Guim, Upper Plenty and Kinglake West to McMahons Creek. From McMahons Creek the area heads southwest past Powelltown to Tonimbuk, west to Beaconsfield Upper, southwest to Carrum Downs then northwest back to Chelsea. 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 5220 2000	To	03 5229 9999	03 8696 2800	To	03 8698 2899
03 5240 0000	To	03 5284 9999	03 8720 0000	To	03 8769 8999
03 5420 7000	To	03 5428 8999	03 8788 2000	To	03 8809 9999
03 5483 3000	To	03 5483 4999	03 8822 8000	To	03 8878 9999
03 5734 8000	To	03 5734 8999	03 8892 1000	To	03 8892 4999
03 5786 1000	To	03 5789 1999	03 9076 1000	To	03 9076 6999
03 5949 0000	To	03 5954 3999	03 9200 2300	To	03 9219 9999

03 5967 7000	To	03 5968 9999	03 9230 0200	To	03 9449 9999
03 8290 0000	To	03 8290 0099	03 9460 0000	To	03 9496 9999
03 8301 0000	To	03 8420 9999	03 9508 5100	To	03 9604 5299
03 8431 0000	To	03 8432 9999	03 9616 7400	To	03 9616 7499
03 8458 5000	To	03 8470 3999	03 9627 2600	To	03 9647 6699
03 8508 5800	To	03 8508 6099	03 9665 2400	To	03 9769 1999
03 8519 5000	To	03 8599 9999	03 9790 0000	To	03 9905 9999
03 8614 7000	To	03 8614 7099	03 9920 1000	To	03 9934 5799
03 8626 9600	To	03 8671 3999	03 9953 0000	To	03 9974 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 **6 November 2015** to **6 December 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 **20151106-VIC-S-C-P-MELBOURNE AND SURROUNDING DISTRICT**.

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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