

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in parts of the South West, Wimmera 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 South West, Wimmera and North Central Districts of Victoria on or about Wednesday 4 November 2015 through to 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). Large hail, heavy rain and damaging winds are referred to in the BOM Severe Weather Warning issued for 4 November 2015 initially at 8:49 pm Wednesday, 4 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 450 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 Buckrabanyule heading southeast to Serpentine, south to Newbridge then southeast past Sutton Grange to Redesdale. From Redesdale the area turns southwest to Glenlyon, south to Blackwood and west to Beaufort then south to Mt Bute. The area then heads west to Tabor, southwest past Greenwald to the VIC/South Australian border and following the border north to the Wimmera Hwy (B240) then turning southeast to Telangatuk. From Telangatuk the area heads northeast to Callawadda, east to Stuart Mill then north back to Buckrabanyule. 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:

03 5321 6000	To	03 5321 6999	03 5494 4000	To	03 5494 4999
03 5340 6000	To	03 5361 3999	03 5528 4000	To	03 5528 4999
03 5421 0000	To	03 5438 3999	03 5551 0000	To	03 5554 9999
03 5459 0000	To	03 5479 9999	03 5571 0000	To	03 5584 7999

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 **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 **20151106-VIC-S-C-P-SOUTHWEST AND WIMMERA 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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