

# Customer Service Advice from Telstra

## **Severe Weather events impact service in parts of the East Gippsland, West and South Gippsland, North East, North Central and Northern Country Districts of Victoria and parts of the Riverina, South West Slopes and South Coast Districts of New South Wales.**

As previously notified by Telstra on Friday 5 February 2016, Telstra's normal operations in parts of the East Gippsland, West and South Gippsland, North East, North Central and Northern Country Districts of Victoria and parts of the Riverina, South West Slopes and South Coast Districts of New South Wales were affected by a series of severe weather events on or about Saturday 30 January 2016. Telstra's telecommunications network in these areas have experienced high levels of damage that resulted in delays to installation and repair activities on a significant number of Telstra services. Due to the extent of damage to the Telstra network, the impact in the affected region has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has now been extended to 13 March 2016.

Telstra has identified that the effect of these circumstances applies to an additional 850 services bringing the total number of services impacted to approximately 2,650 services. This number may increase as Telstra assesses the full affect of the severe weather conditions. Based on current information, the resumption date of normal service operations is expected to be 13 March 2016. This date is indicative only; Telstra customers should anticipate that some further delays may occur. 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 Wallaga Lake Heights following the NSW coastline south past Eden to the NSW/Vic border. The area follows the border to the Monaro Hwy (B23) then turning southwest to Buldah, northwest to Bonang and west to Gelantipy. From Gelantipy the area heads southwest to Buchan South, west to Bruthen, northwest to Dinner Plain and southwest to Mt Baw Baw Alpine Village. The area heads northwest past Wallan, Romsey and Pastoria to Faraday. The area then heads northeast past Murchison, Kialla, Dookie, Yarrawonga crossing the Vic/NSW border and continuing on northeast to Rand. From Rand the area heads east to Batlow, southeast past Jerangle to Bodalla then south back Wallaga Lake Heights. 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 6020 6000	To	02 6077 9999	03 5421 6000	To	03 5433 4999
02 6448 0000	To	02 6459 8999	03 5720 0000	To	03 5736 9999
02 6491 0000	To	02 6499 9999	03 5750 1000	To	03 5799 9999
03 5155 9000	To	03 5162 9999	03 5963 7000	To	03 5963 7999

As these circumstances were outside of Telstra's control, Telstra is claiming an extension to time frames applying under the *Telecommunications (Customer Service Guarantee) Standard 2011*. This means that Telstra is notifying customers that normal service time frames may not be met during the period of **2 February 2016 to 13 March 2016** inclusive (based on Telstra's estimated recovery schedule correct at the time of publication of this notice).

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 **20160202-VIC-S-C-P-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 you are still not satisfied with the outcome, you have the option to raise 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® directory.

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