

Customer Service Advice from Telstra

Staff Redeployment impact service in part of Melbourne.

Due to the effect of a series of severe weather events, which have caused damage to the Telstra telecommunications network throughout widespread areas of 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 severe weather events, Telstra is redeploying 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 part of the Melbourne area, as staff from this region are redeployed.

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, heavy rainfall and abnormally high tides are referred to in the BOM Severe Weather warning issues for 4 June initially at 4.23pm Saturday 4 June 2016, reference number IDN20032; all of which were widely reported by most of the news media.

Telstra has identified that the effect of these circumstances may apply to approximately 550 services in part of the Melbourne area. 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 severe weather conditions. Based on current information, the resumption date of Telstra's normal service operations is expected to be 3 July 2016. This date is indicative only, however, and may be subject to change once the full impact of the severe 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 Alphington heading southeast to Box Hill North, southwest to Ashburton and northwest to Cremorne then northeast back to Alphington. 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 8326 6500	To	03 8342 5999	03 9321 2700	To	03 9348 5899
03 8379 1600	To	03 8379 3799	03 9403 8800	To	03 9429 9999
03 8412 0000	To	03 8420 9999	03 9473 0200	To	03 9490 7999
03 8470 3000	To	03 8470 3999	03 9536 7400	To	03 9536 7499
03 8508 6000	To	03 8532 4599	03 9572 8100	To	03 9573 1599
03 8626 9600	To	03 8671 2599	03 9616 7400	To	03 9693 9999
03 8696 4100	To	03 8696 4199	03 9804 0000	To	03 9896 7999
03 8808 6100	To	03 8862 9899	03 9920 5000	To	03 9963 1999
03 9200 2300	To	03 9299 1999			

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 **13 June 2016** to **3 July 2016** 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 **20160613-VIC-S-C-P-HAWTHORN AND SURROUNDING SUBURBS**.

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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