

Customer Service Advice from Telstra

Staff Redeployment impact service in part of Southeast Melbourne.

Due to the effect of a series of severe weather and flooding events which have caused damage to the Telstra telecommunications network throughout widespread areas of Tasmania, 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 parts of the Southeast Melbourne area, as staff from this region are redeployed.

Telstra apologises to any affected customers.

Information as to the nature of the severe weather events can be sourced from the Bureau of Meteorology (BOM). Heavy rainfall and flooding are referred to in the BOM Severe Weather warning issued for 4 June 2016 initially at 5:34 pm EST on Saturday 4 June 2016 reference number IDT28100. Additionally these unusually severe weather events have been widely reported by most of the news media.

Telstra has identified that the effect of these circumstances may apply to approximately 1,450 services in part of the Southeast 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 10 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 affected by this exemption are in the area bounded by and including, but not limited to, the area starting at Burwood heading south to Heatherton then southwest to Watkins Bay. From Watkins Bay the area follows the coastline north past Sandringham to Elwood, north to Toorak then east back to Burwood. 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 8290 1000	To	03 8290 7299	03 9203 5000	To	03 9209 9499
03 8508 5000	To	03 8629 8499	03 9240 0300	To	03 9304 8099
03 8696 5000	To	03 8696 5399	03 9500 0000	To	03 9599 9999
03 8808 8000	To	03 8832 9499	03 9694 6700	To	03 9694 7199
03 8855 4000	To	03 8866 4999	03 9804 1000	To	03 9963 0699
03 9076 1000	To	03 9076 6999			

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 **20 June 2016 to 10 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 **20160620-VIC-S-C-P-CAULFIELD 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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