

Customer Service Advice from Telstra

Staff Redeployment impact service in part of Northwest 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 Northwest 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 500 services in part of the Northwest 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 encompassed in this exemption are in the area bounded by and including, but not limited to, the area starting at Coimadai heading southeast to Keilor, southwest to Laverton and northwest to Parwan then north back to Coimadai. 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 4367 7000	To	03 4367 9999	03 9290 1500	To	03 9310 9999
03 5366 0000	To	03 5369 5999	03 9350 9100	To	03 9367 9999
03 8312 0000	To	03 8312 8999	03 9390 0000	To	03 9394 5999
03 8345 0000	To	03 8361 9999	03 9449 5000	To	03 9449 6699
03 8390 0000	To	03 8390 6999	03 9743 0000	To	03 9748 1999
03 8742 5000	To	03 8754 5999	03 9931 8000	To	03 9931 8999
03 9216 6000	To	03 9219 7999	03 9953 8000	To	03 9971 8999

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-MELTON AND SURROUNDING AREA.**

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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