

# Customer Service Advice from Telstra

## **Severe Weather events impact service in East, West and South Gippsland Districts of Victoria.**

As previously notified by Telstra on Monday 11 July 2016, Telstra's normal operations in the East, West and South Gippsland Districts of Victoria were affected by a series of severe weather events on or about Tuesday 5 July 2016 through to Wednesday 6 July 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 21 August 2016.

Telstra has identified that the effect of these circumstances applies to an additional 1,200 services bringing the total number of services impacted to approximately 2,780 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 21 August 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 Cape Howe on the Victorian coastline, following the coastline southwest past Wilsons Promontory and Jam Jerrup to Tooradin. From Tooradin the area heads northeast past Gembrook, north northeast to Woods Pt, northeast to Mt Buller Alpine Village then north northeast to Dinner Plain. From Dinner Plain the area continues northeast to Dartmouth then west to Tom Groggin on the Victorian/New South Wales border. The area then follows the Victorian/New South Wales state border southeast back to Cape Howe on the coast. All suburbs and towns, 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:

03 5120 0000	To	03 5199 4999	03 5945 8000	To	03 5956 9999
03 5621 0000	To	03 5637 9999	03 5980 1000	To	03 5980 2999
03 5654 0000	To	03 5689 1999	03 5997 4000	To	03 5997 8999

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 **6 July 2016 to 21 August 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 **20160706-VIC-S-C-P-GIPPSLAND 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 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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