

# Customer Service Advice from Telstra

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

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of a series of severe weather events in the **West, South and East Gippsland Districts of Victoria** on or about Tuesday 5 July 2016 through to Wednesday 6 July 2016.

Due to the effect of damage to the Telstra telecommunications network by heavy rainfall and flash flooding, there has been a significant increase in the number of Telstra services being reported as faulty. As a result, there has been some disruption to service and delays to normal installation and repair activities.

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). Heavy rainfall and flash flooding are referred to in the BOM Severe Weather Warning issued for 5 July 2016 initially at Tuesday 5 July 2016 at 10.52am reference number IDV28000; all of which were widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances may apply to approximately 1,580 services. 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 31 July 2016. This date is indicative only, however, and may be subject to change once the full impact of the extreme 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 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 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 **6 July 2016 to 31 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 **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 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](http://www.tio.com.au)) and in the White Pages® telephone directory.

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