

Customer Service Advice from Telstra.

Severe Weather events impact service in the South West District and parts of the Central, North Central, Northern Country, Mallee and Wimmera Districts of Victoria.

As previously notified by Telstra on Thursday 15 September 2016, Telstra's normal operations in the South West District and parts of the Central, North Central, Northern Country, Mallee and Wimmera Districts of Victoria were affected by a series of severe weather events on or about Thursday 8 September 2016 through to Tuesday 13 September 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 13 November 2016.

Telstra has identified that the effect of these circumstances applies to an additional 3,600 services bringing the total number of services impacted to approximately 6,000 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 13 November 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 Urquhart Bluff following the coastline past Warrnambool and Portland to the South Australian Border. The boundary follows the border north to the Mallee Hwy (B12) turning southeast to Culgoa then northwest to Chinkapook and north to Lake Powell. From Lake Powell the area heads northeast crossing the Victorian/New South Wales border to Balranald, turns southeast to Wakool then south crossing the New South Wales/Victorian border to Gunbower. The area heads southeast to Toolleen then southwest to Macedon, south to Quandong, southwest to Inverleigh, southeast to Moriac then southwest back to Urquhart Bluff. All suburbs, 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 4333 4000	To	03 4333 9999	03 5281 3000	To	03 5289 7999
03 4432 2000	To	03 4432 2999	03 5320 0000	To	03 5369 4999
03 5020 0000	To	03 5039 9999	03 5380 1000	To	03 5399 4999
03 5071 9000	To	03 5085 4999	03 5421 0000	To	03 5499 9999
03 5220 0000	To	03 5239 8999	03 5520 2000	To	03 5529 5999
03 5265 2000	To	03 5267 3999	03 5551 0000	To	03 5599 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 **12 September 2016 to 13 November 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 **20160912-VIC-S-C-P-WEST VICTORIA**.

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) and in the White Pages® directory.

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