

# Customer Service Advice from Telstra.

## **Severe Weather events impact service in parts of Melbourne and the Central District of Victoria.**

As previously notified by Telstra on Monday 3 October 2016, Telstra's normal operations in parts of Melbourne and the Central District of Victoria were affected by a series of severe weather events on or about Monday 12 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 3,500 services bringing the total number of services impacted to approximately 10,850 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 Point Gellibrand following the coastline west and southwest past Williamstown, Werribee South, Geelong and Queenscliff to Urquhart Bluff. From Urquhart Bluff the area heads northeast to Moriac, northwest to Wingeel, and northeast to Bacchus Marsh then north to Carlsruhe. The area then turns southeast to Eden Park, southwest to Somerton, and southeast to Bundoora, southwest to Moonee Ponds then south back to Point Gellibrand. 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 5221 0000	To	03 5229 9999	03 8734 0000	To	03 8754 9999
03 5240 0000	To	03 5257 3999	03 9200 2800	To	03 9219 7999
03 5272 0000	To	03 5279 9999	03 9230 0200	To	03 9399 9999
03 5420 7000	To	03 5428 8999	03 9449 0000	To	03 9449 9999
03 5483 3000	To	03 5483 4999	03 9460 0000	To	03 9496 9999
03 8290 0000	To	03 8290 0099	03 9644 4400	To	03 9647 6699
03 8301 0000	To	03 8398 9999	03 9680 0000	To	03 9689 9999
03 8467 8000	To	03 8467 9999	03 9731 0000	To	03 9749 9999
03 8614 7000	To	03 8614 7099	03 9922 6000	To	03 9934 5799
03 8645 9800	To	03 8645 9999	03 9953 8000	To	03 9954 8999
03 8671 3900	To	03 8671 3999	03 9971 6000	To	03 9974 9999
03 8698 2800	To	03 8698 2899			

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 **13 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 **20160913-VIC-S-C-P-NORTH WEST MELBOURNE 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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