

# Customer Service Advice from Telstra

## **Severe Weather events impact service in parts of Melbourne and the Central District 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 parts of Melbourne and the Central District of Victoria on or about Monday 12 September 2016 through to Tuesday 13 September 2016.

Due to the effect of damage to the Telstra telecommunications network by heavy rainfall, 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 Early Warning Network at <http://www.ewn.com.au/alerts/>. Heavy rain is referred to within this site for Monday 12 September 2016 through to Tuesday 13 September 2016; 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 3,600 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 2 October 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 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 Karlsruhe. 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 5220 2000	<b>To</b>	03 5229 9999	03 8855 5000	<b>To</b>	03 8855 5999
03 5240 0000	<b>To</b>	03 5284 9999	03 9200 2800	<b>To</b>	03 9219 7999
03 5420 6000	<b>To</b>	03 5428 9999	03 9230 0200	<b>To</b>	03 9399 9999
03 5483 3000	<b>To</b>	03 5483 4999	03 9449 0000	<b>To</b>	03 9449 9999
03 5789 1000	<b>To</b>	03 5789 1999	03 9460 0000	<b>To</b>	03 9496 9999
03 8290 0000	<b>To</b>	03 8290 0099	03 9604 5200	<b>To</b>	03 9604 5299
03 8301 0000	<b>To</b>	03 8398 9999	03 9644 4400	<b>To</b>	03 9647 6699
03 8467 8000	<b>To</b>	03 8467 9999	03 9680 0000	<b>To</b>	03 9689 9999

03 8614 7000	To	03 8614 7099	03 9731 0000	To	03 9749 9999
03 8645 9800	To	03 8645 9999	03 9867 9200	To	03 9867 9299
03 8671 3900	To	03 8671 3999	03 9920 1000	To	03 9934 5799
03 8696 2800	To	03 8698 2899	03 9953 6000	To	03 9954 8999
03 8734 0000	To	03 8754 9999	03 9971 6000	To	03 9974 9999

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 **13 September 2016** to **2 October 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 **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 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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