

# Customer Service Advice from Telstra.

## **Severe Weather events impact service in the North East, North Central and Northern Country Districts of Victoria and part of the Riverina District of New South Wales.**

As previously notified by Telstra on Thursday 6 October 2016, Telstra's normal operations in the North East, North Central and Northern Country Districts of Victoria and part of the Riverina District of New South Wales were affected by a series of severe weather events on or about Saturday 1 October 2016 through to Tuesday 4 October 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 20 November 2016.

Telstra has identified that the effect of these circumstances applies to an additional 900 services bringing the total number of services impacted to approximately 2,150 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 20 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 Mount Buller heading south to Aberfeldy then northwest to Mount Macedon. From Mount Macedon the area turns northeast past Nagambie, Dookie and Wilby crossing the VIC/NSW border to Brocklesby. The area heads southeast to Wymah, crossing the NSW/VIC border south to Eskdale then southwest back to Mount Buller. All suburbs and towns 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:

|              |    |              |              |    |              |
|--------------|----|--------------|--------------|----|--------------|
| 02 6020 7000 | To | 02 6028 9999 | 03 5750 1000 | To | 03 5799 9999 |
| 02 6040 0000 | To | 02 6075 9999 | 03 5826 1000 | To | 03 5826 7999 |
| 03 5421 6000 | To | 03 5433 5999 | 03 5957 5000 | To | 03 5963 7999 |
| 03 5720 0000 | To | 03 5736 9999 |              |    |              |

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 **4 October 2016 to 20 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 **20161004-VIC-S-C-P-NORTH EAST AND NORTH CENTRAL DISTRICTS**.

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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