

Customer Service Advice from Telstra.

Severe Weather events impact service in parts of the Central, North Central and West and South Gippsland Districts of Victoria.

As previously notified by Telstra on Thursday 13 October 2016, Telstra's normal operations in parts of the Central, North Central and West and South Gippsland Districts of Victoria were affected by a series of severe weather events on or about Sunday 9 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 27 November 2016.

Telstra has identified that the effect of these circumstances applies to an additional 1,600 services bringing the total number of services impacted to approximately 3,650 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 27 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 is not limited to, the area starting at King Lake heading southeast to Warburton, south past Tonimbuk to Modella then southwest to Warneet. From Warneet the area turns northwest to Wheelers Hill then northeast back to King Lake. 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:

03 5624 9100	To	03 5629 2999	03 9264 2000	To	03 9264 2199
03 5942 3000	To	03 5969 9999	03 9293 0000	To	03 9294 9499
03 5990 0700	To	03 5998 9999	03 9554 0800	To	03 9554 9599
03 8720 0000	To	03 8727 9999	03 9700 0000	To	03 9709 8999
03 8739 0000	To	03 8739 9999	03 9720 0000	To	03 9739 9999
03 8756 1000	To	03 8796 9999	03 9751 0000	To	03 9768 8999
03 9212 1200	To	03 9215 8999	03 9790 0000	To	03 9799 9999
03 9237 1300	To	03 9238 9399	03 9839 2200	To	03 9839 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 **10 October 2016 to 27 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 **20161010-VIC-S-C-P-SOUTHEAST CENTRAL AND SURROUNDING 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) and in the White Pages® directory.

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