

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.

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 the Central, North Central and West and South Gippsland Districts of Victoria on or about Sunday 9 October 2016.

Due to the effect of damage to the Telstra telecommunications network by damaging winds, 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 Bureau of Meteorology (BOM). Damaging winds are referred to in the BOM Severe Weather Warning issued for 9 October 2016 initially at 5:04 am Sunday, 9 October 2016, reference number IDV20032; 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 2,050 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 6 November 2016. This date is indicative only, however, and may be subject to change once the full impact of the extreme 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 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 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 **10 October 2016** to **6 November 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 **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 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) and in the White Pages® telephone directory.

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