

Customer Service Advice from Telstra

Severe Weather events impact service in Melbourne Metropolitan, Central and North Central Districts and parts of the Northern Country, North East, and West & 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 Melbourne Metropolitan, Central and North Central Districts and parts of the Northern Country, North East, and West & South Gippsland Districts of Victoria on or about Wednesday 28 December 2016 through to Thursday 29 December 2016.

Due to the effect of damage to the Telstra telecommunications network by severe thunderstorms, 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/>. Damaging winds, heavy rainfall and flash flooding are referred to within this site for Wednesday 28 December 2016 through to Thursday 29 December 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 21,700 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 5 February 2017. 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 Port Welshpool following the coastline past Port Franklin, Yanakie, Inverloch, Portsea, Melbourne and Williamstown to Avalon. From Avalon the area heads northeast to Bacchus Marsh, northwest to Amphitheatre, and north to Wedderburn then southeast to Inglewood. The area then turns south to Laanecoorie, southeast to Maldon then east to Redesdale. From Redesdale the area heads northeast to Thoona, southeast to Mount Buller, southwest to Baw Baw then southeast back to Port Welshpool. 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 4367 7000	To	03 4367 9999	03 5931 0000	To	03 5931 9999
03 5169 1000	To	03 5169 6999	03 5942 3100	To	03 5999 4999
03 5220 8000	To	03 5227 9999	03 8290 0000	To	03 8290 8999
03 5282 0000	To	03 5284 9999	03 8301 0000	To	03 8420 9999
03 5321 6000	To	03 5321 6999	03 8431 0000	To	03 8436 9999
03 5345 3000	To	03 5348 8999	03 8458 0000	To	03 8486 9999

03 5366 0000	To	03 5367 9999	03 8508 5000	To	03 8671 6999
03 5420 7000	To	03 5433 4999	03 8695 1000	To	03 8699 9999
03 5459 0000	To	03 5483 4999	03 8710 0000	To	03 8809 9999
03 5494 1000	To	03 5494 3999	03 8822 8000	To	03 8878 9999
03 5622 0000	To	03 5637 9999	03 8892 1000	To	03 8892 5999
03 5654 0000	To	03 5688 9999	03 9076 0000	To	03 9076 9999
03 5733 0000	To	03 5736 9999	03 9200 2300	To	03 9219 9999
03 5760 0000	To	03 5799 9999	03 9230 0200	To	03 9934 9999
03 5826 1000	To	03 5826 2999	03 9953 1000	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 **29 December 2016** to **5 February 2017** 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 **20161229-VIC-S-C-P-MELBOURNE AND SURROUNDING DISTRICTS**.

Copies of this notice are available on our Internet site at <http://www.telstra.com.au/consumer-advice/customer-service/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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