

Customer Service Advice from Telstra

Severe Weather events impact service in parts of Melbourne and the surrounding 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 surrounding Central District of Victoria on or about Sunday 5 February 2017.

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 Weatherzone at www.weatherzone.com.au. Heavy rainfall and flash flooding are referred to within this site for Sunday 5 February 2017; 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 6,350 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 March 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 is not limited to, the area starting at Kinglake West heading southeast to Kinglake, southwest to Croydon, southeast to Yannathan then west to the Western Port Bay. From Western Port Bay the area follows the coastline past Warneet, Portsea and Mornington to Moondah Beach, east to Langwarrin South then north to Mulgrave. From Mulgrave the area turns northwest to Balaclava, northeast to Balwyn, northwest to Tullamarine then northeast past Coolaroo back to Kinglake West. 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 5734 8000	To	03 5734 8999	03 8822 8000	To	03 8878 9999
03 5786 1000	To	03 5786 9999	03 8892 5000	To	03 8892 5999
03 5931 0000	To	03 5931 9999	03 9076 4700	To	03 9076 4799
03 5950 0000	To	03 5950 9999	03 9201 3000	To	03 9219 9999
03 5970 0000	To	03 5999 4999	03 9230 2300	To	03 9312 8999
03 8290 1000	To	03 8290 7299	03 9325 3900	To	03 9325 3999
03 8301 7000	To	03 8318 5299	03 9355 0000	To	03 9359 9999
03 8336 6500	To	03 8336 6599	03 9401 0000	To	03 9418 5999
03 8401 0000	To	03 8405 9999	03 9430 0000	To	03 9439 9999
03 8431 0000	To	03 8432 9999	03 9458 6000	To	03 9530 9999

03 8458 5000	To	03 8480 9999	03 9554 0800	To	03 9577 7999
03 8508 5000	To	03 8517 8799	03 9593 7000	To	03 9599 3099
03 8530 3500	To	03 8533 6999	03 9631 9600	To	03 9631 9699
03 8552 3000	To	03 8552 3099	03 9662 7700	To	03 9662 7999
03 8564 0000	To	03 8574 8999	03 9674 3100	To	03 9674 3199
03 8611 6900	To	03 8611 6999	03 9694 6700	To	03 9739 9999
03 8664 8400	To	03 8664 8799	03 9751 3000	To	03 9904 7999
03 8720 0000	To	03 8727 9999	03 9920 0400	To	03 9934 8899
03 8739 4100	To	03 8739 8299	03 9953 1000	To	03 9963 0699
03 8756 0000	To	03 8808 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 **8 February 2017** to **5 March 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 **20170208-VIC-S-C-P-MELBOURNE AND GREATER MELBOURNE**.

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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