

Customer Service Advice from Telstra

Severe Weather events impact service in the 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 the Central district of Victoria on or about Monday 20 March 2017 through to Tuesday 21 March 2017.

Due to the effect of damage to the Telstra telecommunications network by heavy rainfall and flash flooding, 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). Heavy rainfall and flash flooding are referred to in the BOM Severe Weather Warning issued for Monday 20 March 2017 initially at 3.50pm, 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 3,415 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 23 April 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 are not limited to the area starting at Balwyn North, heading north to Bulleen, north west to Heidelberg and then north to Bundoora. From Bundoora, the area turns north west to Campbellfield before turning north east to Upper Plenty. From Upper Plenty the area turns north west to Romsey. From Romsey the area heads west to Woodend before turning south west to Bullengarook. From Bullengarook, the area turns south east to Toolern Vale and Diggers Rest. From Diggers Rest, the area heads south east to Sydenham and Keilor East before heading south to Maidstone. From Maidstone, the area turns north east to Kensington and then heads north to Strathmore, before heading south east to Thornbury and returning to Balwyn North. 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 5420 6000	To	03 5428 8999	03 9449 0000	To	03 9499 9999
03 5483 3000	To	03 5483 4999	03 9604 5200	To	03 9604 5299
03 5789 1000	To	03 5789 1999	03 9644 5400	To	03 9644 5499
03 8290 0000	To	03 8290 0099	03 9662 7700	To	03 9662 7999
03 8301 0000	To	03 8390 9999	03 9674 3100	To	03 9674 3199
03 8458 0000	To	03 8481 8999	03 9688 3000	To	03 9688 3999
03 8645 9900	To	03 8645 9999	03 9740 2000	To	03 9746 5999
03 8671 3900	To	03 8671 3999	03 9810 2200	To	03 9819 7999

03 8696 2800	To	03 8696 2899	03 9832 7000	To	03 9832 7999
03 8746 7000	To	03 8746 9999	03 9850 0000	To	03 9867 9299
03 8850 0000	To	03 8862 2999	03 9895 9600	To	03 9895 9699
03 8892 5000	To	03 8892 5999	03 9920 0000	To	03 9934 5799
03 9200 2800	To	03 9219 6999	03 9953 4000	To	03 9954 8999
03 9230 0200	To	03 9403 4999	03 9971 6000	To	03 9971 6999
03 9413 5500	To	03 9418 5999			

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 **22 March 2017 to 23 April 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 20170322-VIC-S-C-P-NORTH WEST VICTORIA

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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