

Customer Service Advice from Telstra

Severe Weather events impact service in North 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 North Central district of Victoria on or about 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 Tuesday 21 March 2017 initially at 10.18am 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 400 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 Redesdale heading north east to Graytown and Arcadia. From Arcadia, the area heads south east to Violet Town before turning north east to Thoona. From Thoona, the area heads south east to Glenrowan and Myrree and continues south east to Wonnangatta. From Wonnangatta, the area turns south west to Woods Point and then heads west to Narbethong. From Narbethong the area heads north west to Flowerdale, then south west to Wallan. From Wallan the area heads north west to Langley and then turns north to Redesdale. 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 5423 4000	To	03 5433 4999	03 5760 0000	To	03 5799 9999
03 5729 7000	To	03 5736 7999	03 5826 7000	To	03 5826 7999

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-SEYMOUR AND SURROUNDING AREA.

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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