

Customer Service Advice from Telstra

Severe Weather events impact service in the South West 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 South West district of Victoria on or about Monday 21 March 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 370 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 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 are not limited to the area starting at Redbank, heading south east to Buangor before turning south to Stoneleigh and Vite Vite North. From Vite Vite North, the area turns south east to Mount Bute, and then turns south to Leslie Manor and Irrewillipe. From Irrewillipe the area turns south east to Gellibrand before heading south to Hordern Vale. From Hordern Vale, the area follows the coastline north west to Mount Richmond. From Mount Richmond the area turns north west to Mumbannar before heading north to Lake Mundi and Langkoop. From Langkoop the area heads north east to Apsley before turning south east to Harrow. From Harrow, the area continues south east to Glenisla before heading north east to Greens Creek. From Greens Creek the area turns east to Redbank. 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 5237 5000	To	03 5237 5999	03 5521 0000	To	03 5528 1999
03 5350 3000	To	03 5361 3999	03 5551 0000	To	03 5599 8999
03 5459 7000	To	03 5467 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-WARRNAMBOOL 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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