

# Customer Service Advice from Telstra

## **Staff Redeployment impact service in part of the Mallee District of Victoria.**

Due to the effect of heavy rainfall, flash flooding and flooding by Ex-Tropical Cyclone Debbie, which has caused damage to the Telstra telecommunications network throughout widespread areas of the Northern Rivers District of New South Wales, there has been a significant increase in the number of Telstra services being reported as faulty in those regions.

Due to the extent and severity of these extreme weather events, Telstra is redeploying a large number of staff from across Australia to the affected regions. As a result, there will be delays to normal installation and repair activities in the Swan Hill area and part of the surrounding Mallee District of Victoria, as staff from this region are redeployed.

Telstra apologises to any affected customers.

Information as to the nature of these extreme weather events can be sourced from the Early Warning Network at <http://www.ewn.com.au/alerts/>. Heavy rain, destructive winds and flash flooding are referred to within this site for Wednesday 29 March 2017 through to Thursday 30 March 2017; all of which were widely reported in the news media after the events. Additionally these unusually extreme weather events have been widely reported by most of the news media.

Telstra has identified that the effect of these circumstances may apply to approximately 200 services in the Swan Hill area and part of the surrounding Mallee District. 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 extreme weather conditions. Based on current information, the resumption date of Telstra's normal service operations is expected to be 30 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 not limited to, the area starting at Berriwillock in Victoria, heading north to Boundary Bend then crossing the Victoria/NSW border northeast to Balranald. From Balranald the area turns southeast to Wakool then south crossing the NSW/Victoria border to Gunbower, southwest to Mitiamo then northwest back to Berriwillock. 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 4432 2000	<b>To</b>	03 4432 2999	03 5071 9000	<b>To</b>	03 5073 0099
03 5020 0000	<b>To</b>	03 5039 9999	03 5450 3000	<b>To</b>	03 5457 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 **5 April 2017** to **30 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 **20170405-VIC-S-C-P-SWAN HILL AND SURROUNDING DISTRICT**.

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](http://www.tio.com.au)) and in the White Pages® telephone directory.

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