

Customer Service Advice from Telstra

Severe Weather events impact service in Metropolitan Melbourne and part of 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 Metropolitan Melbourne and part of the surrounding Central District of Victoria on or about Saturday 8 April 2017 through to Monday 10 April 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 the Early Warning Network at <http://www.ewn.com.au/alerts/>. Heavy rainfall and damaging winds are referred to within this site for Saturday 8 April 2017 through to Monday 10 April 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 9,950 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 7 May 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 not limited to, the area starting at Point Gellibrand following the coastline west and southwest past Williamstown, Werribee South, Geelong and Queenscliff to Urquhart Bluff. From Urquhart Bluff the area heads northwest to Winchelsea South, northeast to Waurin Ponds, and northwest to Hesse, then northeast to Lethbridge. The area turns southeast to Sutherlands Creek, northeast to Pentland Hills, and east to Diggers Rest, then southeast to Sydenham. From Sydenham the area heads northeast to Bulla, southeast to Thomastown, northeast to Kinglake West, and southeast to Warburton then northeast to McMahan's Creek. The area turns southwest to Tonimbuk, northwest to Dewhurst, southwest to Hallam, and south to Hampton Park then west to Edithvale. From Edithvale the area follows the coastline northerly past Mordialloc, St Kilda and Melbourne back to Point Gellibrand. All suburbs, towns, off shore islands and coastal areas 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 5220 2000	To	03 5229 9999	03 8710 0000	To	03 8742 9999
03 5240 0000	To	03 5284 9999	03 8754 0000	To	03 8808 9999
03 5734 8000	To	03 5734 8999	03 8822 8000	To	03 8878 2299
03 5786 1000	To	03 5786 9999	03 9076 1000	To	03 9076 7999
03 5949 0000	To	03 5968 9999	03 9200 2800	To	03 9219 9999

03 8290 0000	To	03 8290 8999	03 9230 0200	To	03 9439 9999
03 8301 0000	To	03 8416 4599	03 9458 6000	To	03 9769 2999
03 8431 0000	To	03 8432 9999	03 9788 0000	To	03 9905 9999
03 8458 5000	To	03 8481 4999	03 9920 0000	To	03 9934 9999
03 8508 5000	To	03 8671 6999	03 9953 1000	To	03 9963 0699
03 8695 1000	To	03 8699 9999	03 9974 0000	To	03 9974 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 **11 April 2017** to **7 May 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 **20170411-VIC-S-C-P-MELBOURNE AND SURROUNDING DISTRICTS**.

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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