

Customer Service Advice from Telstra

Delay due to severe weather in part of the Central District of Victoria.

As previously notified by Telstra on Wednesday 6 December 2017, part of the Central District of Victoria was impacted by severe weather on or about Friday 1 December 2017 through to Sunday 3 December 2017. This event resulted in extensive damage to Telstra's telecommunications network. Due to the extent of damage to the Telstra network, the impact in the affected region has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has now been extended to 28 January 2018.

The effect of these circumstances applies to an additional 1,550 services bringing the total number of services impacted to approximately 21,550 services. This number may increase as Telstra assesses the full effect of the severe weather conditions. Based on current information, the resumption date of normal service operations is expected to be 28 January 2018. This date is indicative only; Telstra customers should anticipate that some further delays may occur.

Telstra services encompassed in this exemption are in the area bounded by and including, but are not limited to the area starting at Carlsruhe heading southeast past Kinglake West to Kinglake, east to Toolangi, then southeast past Fernshaw to McMahons Creek. From McMahons Creek the area turns southwest to Tonimbuk, northwest to Menzies Creek, and west to Belgrave Heights then north to Montrose. The area then heads northwest to Warrandyte, west to Lower Plenty, northwest to Campbellfield, southwest to Rockbank, and northwest to Coimadai then north back to Carlsruhe. All suburbs and towns serviced by Telstra within these boundaries are encompassed in this exemption.

How will this affect you?

Unfortunately your service may be affected and we may take longer than normal to fix telephone services or complete connections. Services in the area mentioned above with phone numbers in the following number ranges may have been affected:

03 5420 6000	To	03 5428 9999	03 9212 0000	To	03 9219 9999
03 5467 0000	To	03 5467 0999	03 9237 1000	To	03 9237 5999
03 5483 3000	To	03 5483 4999	03 9294 0000	To	03 9310 9999
03 5734 8000	To	03 5734 8999	03 9333 0000	To	03 9336 7799
03 5786 0000	To	03 5789 1999	03 9356 9500	To	03 9364 6299
03 5949 0000	To	03 5969 9999	03 9390 1000	To	03 9390 9999
03 8099 7000	To	03 8099 9999	03 9401 0000	To	03 9409 9999
03 8338 3000	To	03 8362 6999	03 9430 0000	To	03 9451 0099
03 8390 7000	To	03 8390 9999	03 9710 0000	To	03 9762 1099
03 8401 0000	To	03 8405 9999	03 9777 0000	To	03 9779 9899
03 8431 0000	To	03 8432 9999	03 9839 0000	To	03 9839 9899
03 8711 3000	To	03 8727 3999	03 9930 0000	To	03 9930 9999
03 8739 0000	To	03 8761 9999	03 9971 1900	To	03 9971 6999
03 9009 0000	To	03 9009 2699			

We anticipate that the majority of services will be restored by 28 January 2018. This date is indicative only; Telstra customers should anticipate that some further delays may occur.

We're sorry for any inconvenience this delay may cause but we can assure you we are working hard to get things back on track.

What else do you need to know?

Information as to the nature of the severe weather events, which included heavy rain, thunderstorms and flash flooding which occurred in the affected regions can be sourced from the Bureau of Meteorology (BOM). The BOM issued Severe Weather Warnings regarding these events commencing from on or about Friday 1 December 2017 through to Sunday 3 December 2017. Additionally these unusually severe weather events have been widely reported by most of the news media.

Due to this event, we're claiming an exemption under section 21 of the *Telecommunications (Customer Service Guarantee) Standard 2011*, including an exemption from the payment of compensation between **4 December 2017 to 28 January 2018** inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities in the impacted area.

Need more information?

For any questions about your service, the CSG exemption or to ask us to reconsider whether the circumstances are a proper basis for claiming the exemption, please call anytime on 132203* for service difficulties and faults or 132200* for sales, installations and billing. When calling please quote reference number **20171204-VIC-S-C-P-MELBOURNE AND SURROUNDING DISTRICTS**. If our response doesn't satisfy you, then you may wish to contact the Telecommunications Industry Ombudsman (TIO).

Further information and 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 the Telstra number mentioned above.

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