

Customer Service Advice from Telstra

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

The Central district of Victoria was impacted by severe weather on or about Friday 1 December 2017 through to Sunday 3 December 2017.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 20,000 Telstra services in the area bounded by and including, but not limited to, the area starting at Portsea, following the coastline around Port Phillip Bay past Melbourne to Avalon. From Avalon, the area turns northwest to Staughton Vale, northeast to Karlsruhe then southeast to Darraweit Guim. The area then heads northeast to Hazeldene, southeast past Toolangi to Warburton, northeast to McMahons Creek and then southwest to Bunyip. From Bunyip the area continues southwest past Monomeith to the coastline and follows the coastline back to Portsea. 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 4367 7000	To	03 4367 9999	03 8290 0000	To	03 8420 9999
03 5220 8000	To	03 5227 9999	03 8431 0000	To	03 8436 9999
03 5272 2900	To	03 5284 9999	03 8458 0000	To	03 8486 9999
03 5360 8200	To	03 5369 5999	03 8502 0200	To	03 8671 6999
03 5420 6000	To	03 5428 9999	03 8695 1000	To	03 8812 2999
03 5467 0000	To	03 5467 0999	03 8822 8000	To	03 8878 9999
03 5483 3000	To	03 5483 4999	03 8892 0000	To	03 8892 5999
03 5624 9000	To	03 5629 8999	03 9009 0000	To	03 9009 2699
03 5734 8000	To	03 5734 8999	03 9076 0000	To	03 9076 9999
03 5786 0000	To	03 5789 1999	03 9107 4000	To	03 9107 9999
03 5931 0000	To	03 5999 4999	03 9200 2300	To	03 9941 3899
03 8099 6000	To	03 8099 9999	03 9953 0000	To	03 9974 9999

We anticipate that the majority of services will be restored by 7 January 2018. 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 these severe weather events can be sourced from the Bureau of Meteorology (BOM). Heavy rain, thunderstorms and flash flooding are referred to in the BOM Severe Weather Warning issued for Friday 1 December 2017 initially at 10.50am, reference number (IDV21037); all of which were widely reported in the news media after the events.

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 7 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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