

Customer Service Advice from Telstra

Delay due to severe weather events in the Mallee, Wimmera and South West Districts of Victoria.

The Mallee, Wimmera and South West Districts of Victoria were 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 1,150 of Telstra services in the area bounded by and including, but not limited to, the area starting at Cape Otway and following the coastline west to the Victorian/South Australian border then heading north to the Victorian/New South Wales border. The area continues following the border easterly past Mildura and Robinvale to Boundary Bend. From Boundary Bend the area heads northwest crossing the Victorian/New South Wales border to Balranald, southeast to Wakool, south crossing the New South Wales/Victoria border to Gunbower, and then southwest to Mitiamo. The area continues southwest to Yeungroon, south to Carranballac, and southeast to Berrybank then south to Irrewillipe. From Irrewillipe the area heads southeast to Barramunga then southwest back to Cape Otway. All suburbs, towns, off shore islands and coastal areas 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 4011 0000 | To | 03 4011 9999 | 03 5321 9000 | To | 03 5321 9999 |
| 03 4309 8000 | To | 03 4309 8999 | 03 5340 2100 | To | 03 5369 2399 |
| 03 4432 2000 | To | 03 4432 2999 | 03 5380 0000 | To | 03 5399 7999 |
| 03 5018 0000 | To | 03 5039 9999 | 03 5441 2000 | To | 03 5479 7999 |
| 03 5051 0000 | To | 03 5055 9999 | 03 5491 0000 | To | 03 5499 9999 |
| 03 5071 9000 | To | 03 5095 2999 | 03 5520 0000 | To | 03 5529 9999 |
| 03 5230 7000 | To | 03 5239 8999 | 03 5551 0000 | To | 03 5599 8399 |

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 rainfall is referred to in the BOM Severe Weather Warning issued for 1 December 2017 initially at 5:19 am Friday, 1 December 2017, 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-WESTERN VICTORIA**. 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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