

# Customer Service Advice from Telstra

## **Delay due to severe weather events in parts of Melbourne and parts of the Central, North Central, Northern Country and North East Districts of Victoria.**

Melbourne and parts of the Central, North Central, Northern Country and North East Districts of Victoria were impacted by severe weather on or about Friday 26 January 2018 through to Tuesday 30 January 2018. This event resulted in extensive damage to Telstra's telecommunications network.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 7,550 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Cheetham Wetlands, heading north to St Albans, northwest to Diggers Rest, west to Coimadai, and then northwest to Trentham East. From Trentham East the area heads west to Raglan, north to Buckrabanyule, southeast to Serpentine, and south to Woodstock on Loddon, then southeast to Harcourt. The area turns northeast to Knowsley, northwest past Gunbower to the Vic/NSW border following the border easterly past Yarrawonga to Gooramadda. From Gooramadda the area heads southwest to Killawarra, south to Glenrowan, southeast to Cheshunt, and south to Mount Buller, then southwest to Labertouche. The area turns west to Beaconsfield Upper, southwest to Lynbrook, and west past Chelsea Beach to Port Phillip Bay following the bay northerly to Beaumaris. From Beaumaris the area heads north to Highett, northwest to Elsternwick, north to Toorak, and northeast to Balwyn North then southwest to South Kensington. The area then turns south to the Yarra River following the river past Point Gellibrand and Altona back to Cheetham Wetlands. 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 4432 3000	To	03 4432 4999	03 8632 3700	To	03 8633 9099
03 4465 0000	To	03 4465 0999	03 8645 9800	To	03 8645 9999
03 5321 6000	To	03 5321 6999	03 8656 1100	To	03 8656 1399
03 5343 6000	To	03 5348 9999	03 8671 3900	To	03 8671 3999
03 5420 6000	To	03 5438 9999	03 8696 2800	To	03 8696 2899
03 5459 0000	To	03 5496 2999	03 8707 4000	To	03 8711 3999
03 5725 7200	To	03 5745 9999	03 8739 0000	To	03 8809 9999
03 5756 2600	To	03 5799 9999	03 8823 0000	To	03 8878 9999
03 5820 0000	To	03 5833 5999	03 8892 5000	To	03 8892 5999
03 5851 0000	To	03 5875 8299	03 9009 0000	To	03 9009 2699
03 5949 0000	To	03 5968 9999	03 9200 2800	To	03 9418 5999
03 8099 7000	To	03 8099 9999	03 9430 0000	To	03 9528 8999
03 8290 0000	To	03 8290 1999	03 9539 2500	To	03 9605 8699
03 8300 6000	To	03 8413 4099	03 9643 6100	To	03 9644 6299
03 8431 0000	To	03 8432 9999	03 9662 7700	To	03 9662 7999
03 8458 0000	To	03 8481 8999	03 9680 0000	To	03 9904 8499
03 8502 6200	To	03 8511 4999	03 9916 1900	To	03 9934 8899

03 8530 3500      **To**    03 8573 4999                      03 9953 4000      **To**    03 9954 9999  
03 8585 9000      **To**    03 8587 9999                      03 9971 1900      **To**    03 9971 6999  
03 8613 1500      **To**    03 8614 7099

We anticipate that the majority of services will be restored by 25 February 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 Early Warning Network at <http://www.ewn.com.au/alerts/>. Heavy rainfall, flash flooding and large hail are referred to within this site for Friday 26 January 2018 through to Tuesday 30 January 2018; 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 **31 January 2018** to **25 February 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 **20180131-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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