

Customer Service Advice from Telstra

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

Parts of the Central District of Victoria were impacted by severe weather on or about Thursday 10 May 2018 through to Friday 11 May 2018.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 5,300 of Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Carlsruhe heading southeast to Romsey, southwest to Riddells Creek, and northeast to Darraweit Guim then southeast to Kalkallo. From Kalkallo the area heads northeast to Hazeldene, southeast to Toolangi, southwest to Bend of Islands, and south to Croydon then southwest to Wantirna South. The area turns west to Glen Waverley, northwest to Camberwell then west to the Yarra River and follows the river westerly out to Port Phillip Bay. The area then follows the coastline past Williamstown and Altona to the Cheetham Wetlands, north past Laverton North and Cairnlea to Bulla, 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 8822 8000	To	03 8878 9999
03 5467 0000	To	03 5467 0999	03 8892 0000	To	03 8892 5999
03 5483 3000	To	03 5483 4999	03 9009 0000	To	03 9009 2699
03 5786 3000	To	03 5786 5999	03 9106 0000	To	03 9107 9999
03 8099 7000	To	03 8099 9999	03 9130 0000	To	03 9130 9999
03 8290 0000	To	03 8290 0099	03 9173 5000	To	03 9173 8999
03 8300 0100	To	03 8420 9999	03 9200 0000	To	03 9500 5999
03 8431 0000	To	03 8436 9999	03 9514 1300	To	03 9526 2999
03 8458 0000	To	03 8486 9999	03 9536 7400	To	03 9536 7499
03 8508 5800	To	03 8534 5099	03 9564 2900	To	03 9575 4599
03 8552 4500	To	03 8552 4699	03 9595 6500	To	03 9697 7999
03 8564 5500	To	03 8564 5599	03 9710 0000	To	03 9719 9999
03 8600 0500	To	03 8671 7999	03 9740 0000	To	03 9748 4499
03 8694 0000	To	03 8699 0699	03 9800 6300	To	03 9941 3899
03 8746 7000	To	03 8746 9999	03 9953 0000	To	03 9971 6999
03 8802 0000	To	03 8812 2999			

We anticipate that the majority of services will be restored by 3 June 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). Damaging winds, heavy rainfall and flash flooding are

referred to in the BOM Severe Weather Warning issued for 10 May 2018 initially at 9:54 am Thursday, 10 May 2018, 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 **14 May 2018 to 3 June 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 **20180514-VIC-S-C-P-MELBOURNE AND SURROUNDING DISTRICT**. 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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