

# Customer Service Advice from Telstra

## **Delay due to severe weather events in parts of the Central and North Central Districts of Victoria.**

Parts of the Central and North Central Districts of Victoria were impacted by severe weather on or about Tuesday 6 November 2018.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 8,400 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Morning Star Beach following the coastline of Port Phillip Bay northerly past Frankston, Sandringham and St Kilda to Sandridge Lookout. From Sandridge Lookout the area heads northwest to Keilor Downs, north to Bulla, and east to Somerton then north to Wallan. The area turns east to Glenburn, southeast to East Warburton, and south to Tonimbuk then west to Beaconsfield Upper. From Beaconsfield Upper the area heads southwest to Lynbrook, southeast to the North Western Port Nature Conservation Reserve, and west to Moorooduc then northwest back to Morning Star Beach. 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 5949 0000	To	03 5986 6899	03 8752 7000	To	03 8812 2999
03 8290 0000	To	03 8347 9999	03 8822 8000	To	03 8878 9999
03 8359 0000	To	03 8420 9999	03 8892 0000	To	03 8892 5999
03 8431 0000	To	03 8436 9999	03 9009 0000	To	03 9009 2699
03 8458 0000	To	03 8486 9999	03 9076 0000	To	03 9076 9999
03 8502 0200	To	03 8671 6999	03 9107 4000	To	03 9107 9999
03 8695 1000	To	03 8727 9999	03 9200 2300	To	03 9941 3899
03 8739 0000	To	03 8739 9999	03 9953 0000	To	03 9963 9999

We anticipate that the majority of services will be restored by 25 November 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 6 November 2018 initially at 11:04 am Tuesday, 6 November 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 **8 November 2018** to **25 November 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 **20181108-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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