

Customer Service Advice from Telstra

Delay due to severe weather in the Mallee and Wimmera Districts and parts of the Northern Country, North Central, Central and South West Districts of Victoria.

As previously notified by Telstra on 21 December 2018, the Mallee and Wimmera Districts and parts of the Northern Country, North Central, Central and South West Districts of Victoria were impacted by severe weather on or about Wednesday 12 December 2018 through to Saturday 15 December 2018. This event resulted in extensive damage to Telstra's telecommunications network. Due to the extent of damage to the Telstra network, the impact in the affected region has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has now been extended to 10 February 2019.

The effect of these circumstances applies to an additional 650 services bringing the total number of services impacted to approximately 1,850 services. This number may increase as Telstra assesses the full effect of the severe weather conditions. Based on current information, the resumption date of normal service operations is expected to be 10 February 2019. This date is indicative only; Telstra customers should anticipate that some further delays may occur.

Telstra services encompassed in this exemption are in the area bounded by and including, but are not limited to the area starting at Vite Vite North heading southwest past Byaduk to Drumborg, 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 south to Culgoa, southeast to Pyramid Hill, southwest to Jarklin, and south past Serpentine to Bridgewater North then southeast to Sutton Grange. The area heads south to Taradale, southeast to Pipers Creek, southwest to Trentham East, west to Raglan then southwest back to Vite Vite North. 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 4309 8000	To	03 4309 8999	03 5380 0000	To	03 5399 7999
03 4432 4000	To	03 4432 4999	03 5421 0000	To	03 5441 4799
03 4465 0000	To	03 4465 0999	03 5451 5000	To	03 5479 9999
03 5018 0000	To	03 5035 4999	03 5491 0000	To	03 5499 9999
03 5051 0000	To	03 5055 9999	03 5521 1200	To	03 5528 9999
03 5070 1000	To	03 5095 7999	03 5551 0000	To	03 5556 0999
03 5321 6000	To	03 5321 9999	03 5570 0000	To	03 5588 9999
03 5340 2100	To	03 5369 2399			

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 the severe weather events can be sourced from the Early Warning Network at <http://www.ewn.com.au/alerts/>. Heavy rainfall and flash flooding are referred to within this site for Wednesday 12 December 2018 through to Saturday 15 December 2018; Additionally these unusually severe weather events have been widely reported by most of the news media.

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 December 2018 to 10 February 2019** 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 **20181214-VIC-S-C-P-WEST 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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