

# Customer Service Advice from Telstra

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

As previously notified by Telstra on 20 December 2018, the Melbourne Metropolitan and parts of the Central and North Central Districts of Victoria were impacted by severe weather on or about Friday 14 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 10,000 services bringing the total number of services impacted to approximately 26,000 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 Morning Star Beach following the coastline of Port Phillip Bay northerly past Frankston, St Kilda, Williamstown and Werribee South to Point Cook. From Point Cook the area heads west to Sutherlands Creek, northeast to Carlsruhe, and east to Lancefield then southeast to Upper Plenty. 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, 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 4367 7000	<b>To</b>	03 4367 9999	03 8431 0000	<b>To</b>	03 8436 9999
03 5220 8000	<b>To</b>	03 5227 9999	03 8458 0000	<b>To</b>	03 8486 9999
03 5272 2900	<b>To</b>	03 5284 9999	03 8502 0200	<b>To</b>	03 8671 6999
03 5360 8200	<b>To</b>	03 5369 5199	03 8695 1000	<b>To</b>	03 8812 2999
03 5420 7000	<b>To</b>	03 5428 8999	03 8822 8000	<b>To</b>	03 8878 9999
03 5467 0000	<b>To</b>	03 5467 0999	03 8892 0000	<b>To</b>	03 8892 5999
03 5483 3000	<b>To</b>	03 5483 4999	03 9009 0000	<b>To</b>	03 9009 2699
03 5786 3000	<b>To</b>	03 5786 5999	03 9076 0000	<b>To</b>	03 9076 9999
03 5949 0000	<b>To</b>	03 5986 6899	03 9107 4000	<b>To</b>	03 9107 9999
03 8099 7000	<b>To</b>	03 8099 9999	03 9200 2300	<b>To</b>	03 9941 3899
03 8290 0000	<b>To</b>	03 8420 9999	03 9953 0000	<b>To</b>	03 9974 9999

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, which included heavy rainfall and damaging winds which occurred in the affected regions can be sourced from the Bureau of Meteorology (BOM). The BOM issued Severe Weather Warnings regarding these events commencing from on or about Friday 14 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 **17 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 **20181217-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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