

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.

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.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 16,000 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, 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	To	03 4367 9999	03 8431 0000	To	03 8436 9999
03 5220 8000	To	03 5227 9999	03 8458 0000	To	03 8486 9999
03 5272 2900	To	03 5284 9999	03 8502 0200	To	03 8671 6999
03 5360 8200	To	03 5369 5199	03 8695 1000	To	03 8812 2999
03 5420 7000	To	03 5428 8999	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 9076 0000	To	03 9076 9999
03 5949 0000	To	03 5986 6899	03 9107 4000	To	03 9107 9999
03 8099 7000	To	03 8099 9999	03 9200 2300	To	03 9941 3899
03 8290 0000	To	03 8420 9999	03 9953 0000	To	03 9974 9999

We anticipate that the majority of services will be restored by 20 January 2019. 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 and damaging winds are referred to in the BOM Severe Weather Warning issued for 14 December 2018 initially at 4:32 pm Friday, 14 December 2018, reference number IDV21035; 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 **17 December 2018** to **20 January 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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