

Customer Service Advice from Telstra

Delay due to severe weather events in Melbourne and part of the surrounding Central District of Victoria.

Melbourne and part of the surrounding Central District of Victoria were impacted by severe weather on or about Sunday 2 June 2019 through to Monday 3 June 2019.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 5,700 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Aspendale Beach following the coastline of Port Phillip Bay northerly past Sandringham, Albert Park and Williamstown to Altona Coastal Park. From Altona Coastal Park the area heads northwest to St Albans, north to Bulla, and east to Pantom Hill then southeast to Yarra Junction. The area turns south to Beenak, southwest to Mount Burnett, and west to Dandenong then southwest back to Aspendale 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 5954 3999	03 8756 1000	To	03 8761 9999
03 5967 4000	To	03 5968 6999	03 8790 4100	To	03 8790 4899
03 8290 0000	To	03 8347 9999	03 8808 0000	To	03 8812 2999
03 8359 4000	To	03 8420 9999	03 8823 0000	To	03 8878 9899
03 8432 0000	To	03 8432 9999	03 8892 0000	To	03 8892 5999
03 8458 0000	To	03 8486 9999	03 9076 0000	To	03 9076 9999
03 8502 2000	To	03 8587 7999	03 9200 2800	To	03 9699 9999
03 8598 0000	To	03 8671 6999	03 9712 0000	To	03 9765 9999
03 8695 1000	To	03 8699 9999	03 9778 5000	To	03 9779 7999
03 8727 4000	To	03 8727 4999	03 9796 9400	To	03 9934 9999
03 8739 5000	To	03 8739 5099	03 9953 0000	To	03 9963 9999

We anticipate that the majority of services will be restored by 30 June 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). Damaging winds, heavy rainfall and flash flooding are referred to in the BOM Severe Weather Warning issued for 2 June 2019 initially at 2:15 pm Sunday, 2 June 2019, 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 **3 June 2019** to **30 June 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 **20190603-VIC-S-C-P-MELBOURNE AND SURROUNDING AREA**. 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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