

Customer Service Advice from Telstra

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

As previously notified by Telstra on Friday 24 January 2020, the Metropolitan Melbourne and parts of the surrounding Central and North Central Districts of Victoria were impacted by severe weather on or about Sunday 19 January 2020. 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 15 March 2020.

The effect of these circumstances applies to an additional 3,500 services bringing the total number of services impacted to approximately 10,450 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 15 March 2020. 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 Jam Jerrup, following the Western Port Coastline anticlockwise past Hastings to Flinders, then following the Mornington Peninsula coastline clockwise to Point Nepean, then continue to follow the coastline of Port Phillip Bay in an anticlockwise direction past Sorrento, Mornington, Frankston, Sandringham, Williamstown to Pt Wilson. From Pt Wilson the area heads northwest past Staughton Vale to Durdidwarrah, northeast past Myrniong, Tylden, Mia Mia, Knowsley to Toolamba. At Toolamba the area turns east to Tamleugh North, northeast past Major Plains to Boweya North, southeast past Killawarra, Wangaratta South, Cheshunt South, Abbeyard then southwest past Howitt Plains, Matlock, Labertouche to Longwarry. At Longwarry, the area turns south to Ripplebrook and southwest back to Jam Jerrup. All suburbs and 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 8467 0000	To	03 8486 8999
03 5360 8200	To	03 5369 5199	03 8502 2000	To	03 8699 9999
03 5420 6000	To	03 5433 4999	03 8711 3000	To	03 8727 4999
03 5467 0000	To	03 5467 0999	03 8739 0000	To	03 8742 2899
03 5624 9000	To	03 5629 8999	03 8754 4500	To	03 8772 8999
03 5727 6000	To	03 5736 9999	03 8787 0200	To	03 8809 9999
03 5766 6000	To	03 5799 9999	03 8823 0000	To	03 8878 9999
03 5826 7000	To	03 5826 7999	03 9076 0000	To	03 9076 9999
03 5942 0000	To	03 5979 2099	03 9106 0000	To	03 9107 3999
03 5990 5000	To	03 5999 4999	03 9173 5000	To	03 9173 8999
03 8290 0000	To	03 8290 8999	03 9200 1000	To	03 9779 9899
03 8301 0000	To	03 8420 9699	03 9790 8000	To	03 9934 9999

03 8431 0000

To 03 8432 9999

03 9953 0000

To 03 9963 8999

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 damaging winds and heavy rainfall 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 Sunday 19 January 2020. 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 **20 January 2020** to **15 March 2020** 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 **20200120-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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