

Customer Service Advice from Telstra

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

Metropolitan Melbourne and parts of the surrounding Central, North East and North Central Districts of Victoria were impacted by severe weather on or about Wednesday 4 March 2020 through to Thursday 5 March 2020. This event resulted in extensive damage to Telstra's telecommunications network.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 10,000 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Point Wilson heading northwest to Staughton Vale, northeast to Carlsruhe, and north to Redesdale then east to Mia Mia. From Mia Mia the area turns northeast to Toolleen, east to Bailieston, and northeast to Boweya North then southeast to Milawa. The area heads south to Whitfield, southeast to Hotham Heights, southwest to Licola, and west to Woods Point then southwest to Labertouche. From Labertouche the area turns south to Ripplebrook, southwest past Lang Lang to Western Port Bay and then following the coastline westerly past Sorrento, Frankston, Melbourne and Werribee South back to Point Wilson. 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 8431 0000	To	03 8436 9999
03 5360 8200	To	03 5369 5199	03 8458 0000	To	03 8486 9999
03 5420 6000	To	03 5433 4999	03 8502 2000	To	03 8812 2999
03 5467 0000	To	03 5467 0999	03 8822 8000	To	03 8878 9999
03 5483 3000	To	03 5483 4999	03 8892 0000	To	03 8892 5999
03 5624 9000	To	03 5629 8999	03 9076 0000	To	03 9076 9999
03 5725 7200	To	03 5736 9999	03 9106 0000	To	03 9107 9999
03 5756 2600	To	03 5799 9999	03 9173 5000	To	03 9173 8999
03 5826 1000	To	03 5826 7999	03 9200 1000	To	03 9941 3899
03 5931 0000	To	03 5931 6999	03 9953 0000	To	03 9963 9999
03 5942 0000	To	03 5999 4999	03 9974 2400	To	03 9974 7999
03 8290 0000	To	03 8420 9999			

We anticipate that the majority of services will be restored by 13 April 2020. 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 Weatherzone at www.weatherzone.com.au. Heavy rainfall, flash flooding and damaging winds are referred to within this site for Wednesday 4 March 2020 through to Thursday 5 March 2020; 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 **9 March 2020 to 13 April 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 **20200309-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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