

CUSTOMER SERVICE ADVICE FROM TELSTRA

Extreme Weather events impact service in South West, Central and parts of the North Central and Northern Country Districts of Victoria.

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of a series of extreme weather events in the South West, Central and parts of the North Central and Northern Country Districts of Victoria on or about Sunday 22 June 2014 through to Tuesday 24 June 2014.

Due to the effect of damage to the Telstra telecommunications network by severe weather, there has been a significant increase in the number of Telstra services being reported as faulty. As a result, there has been some disruption to service and delays to normal installation and repair activities.

Telstra apologises to any affected customers.

Information as to the nature of these severe weather events can be sourced from the Bureau of Meteorology (BOM). Damaging winds are referred to in the BOM Severe Weather Warning issued for 22 June 2014 initially at 10:46 am EST on Sunday 22 June 2014; all of which were widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances may apply to approximately 3,500 services. Some of these services may not be installed or repaired within Telstra's standard time frames. The number of possibly affected services may increase or decrease as Telstra assesses the full effect of the extreme weather conditions. Based on current information, the resumption date of Telstra's normal service operations is expected to be 13 July 2014. This date is indicative only, however, and may be subject to change once the full impact of the extreme weather conditions has been assessed. Telstra regrets any inconvenience caused to customers and thanks them for their patience while this work is being undertaken.

Telstra services encompassed in this exemption are in the area bounded by and including, but not limited to, the area starting at Mount Richmond and following the coastline past Cape Nelson, Port Fairy, Peterborough, Cape Otway, Lorne to Anglesea. From Anglesea the area heads north to Moriac then northwest to Wingeel. The area turns northeast past Teesdale to Anakie and southeast past Lara to Point Wilson. From Point Wilson the area follows the coastline to Point Cook. The area heads northwest to Rockbank and turns southeast to Flemington. From Flemington the area heads north to Broadmeadows, east to Campbellfield and north to Kalkallo. The area heads northwest past Darraweit Guim, Pastoria to Malmsbury. From Malmsbury the area heads northeast to Axedale then north to Gunbower. The area heads southwest to Jarclin then turns southeast to Sutton Grange. From Sutton Grange the area heads southwest to Bullarto, northwest to Lexton and southwest to Skipton. From Skipton the area heads southwest past Gazette back to Mount Richmond. All suburbs, towns, off shore islands and coastal areas serviced by Telstra within these boundaries are encompassed in this exemption.

Services in the area mentioned above with phone numbers in the following number ranges may have been affected:

03 4333 4000 To 03 4333 9999	03 8671 3900 To 03 8671 3999
03 4367 7000 To 03 4367 9999	03 8696 2800 To 03 8696 2899
03 5220 0000 To 03 5239 8999	03 8734 0000 To 03 8754 9999
03 5263 0000 To 03 5267 3999	03 8855 5000 To 03 8855 5999
03 5281 3000 To 03 5289 7999	03 9200 2800 To 03 9219 6999
03 5320 0000 To 03 5350 5999	03 9230 0200 To 03 9397 9699
03 5360 8000 To 03 5369 5999	03 9449 0000 To 03 9449 9999
03 5420 6000 To 03 5449 9999	03 9463 5000 To 03 9474 5999
03 5483 3000 To 03 5488 7999	03 9490 9100 To 03 9496 8099
03 5520 2000 To 03 5529 5999	03 9604 5200 To 03 9604 5299
03 5552 2000 To 03 5578 4999	03 9644 5400 To 03 9644 5499
03 5590 1000 To 03 5599 8999	03 9731 0000 To 03 9749 9999
03 5789 1000 To 03 5789 1999	03 9867 9200 To 03 9867 9299
03 8290 0000 To 03 8290 0099	03 9920 1000 To 03 9934 5799
03 8301 0000 To 03 8390 9999	03 9953 6000 To 03 9954 8999
03 8645 9900 To 03 8645 9999	03 9971 0000 To 03 9974 9999

As these circumstances were outside of Telstra's control, Telstra is claiming an exemption from compliance with time frames and performance standards required under the Telecommunications (Customer Service Guarantee) Standard 2011. Therefore Telstra is notifying customers that normal installation and repair time frames may not be met during the period from **25 June 2014** to **13 July 2014** inclusive (based on Telstra's estimated recovery schedule correct at the time of publication of this notice) and, under section 21 of the Telecommunications (Customer Service Guarantee) Standard 2011, Telstra will be exempt from complying with performance standards during this period.

If you have any questions regarding your eligibility for a CSG payment under this notice, or would like us to reconsider whether the circumstances were a proper basis for claiming an exemption, you may contact us on the number displayed on your telephone account or alternatively on 132203 for service difficulties and faults or 132200 for sales, installations and billing- quoting CSG Exemption reference number **20140625-VIC-S-C-P-GREATER MELBOURNE AND REGIONAL VICTORIA**.

Copies of this notice are available on our Internet site at <http://telstra.com.au/abouttelstra/commitments/mass-service-disruption/> or you may request a copy by calling one of the Telstra numbers mentioned above.

If, after calling Telstra on one of the above numbers, you remain unsatisfied with our response to your query, you have the option of raising the matter with the Telecommunications Industry Ombudsman (TIO).

Information on the TIO and contact details are available on the Internet (www.tio.com.au) and in the White Pages® telephone directory.



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