

CUSTOMER SERVICE ADVICE FROM TELSTRA

Extreme Weather events impact service in Central and South West Districts and parts of the Northern Country, North East and North Central 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 Central and South West Districts and parts of the Northern Country, North East and North Central regions of Victoria on or about Wednesday 30 July 2014 through to Friday 1 August 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). Destructive and damaging winds are referred to in the BOM Severe Weather Warning issued for 30 July 2014 initially at 11:00 am EST on Wednesday 30 July 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 5,350 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 24 August 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 Point Gellibrand following the coastline west and southwest to Point Cook past Werribee South, Geelong, Warrnambool, and Portland to the South Australia border. The area follows the border north to the Wimmera Hwy (B240) then turns east to Apsley, northeast past Nurrabil and Callawadda to Stuart Mill. From Stuart Mill the area turns south to Amphitheatre, southeast to Blackwood then north to Elphinstone. The area then heads northeast past Redesdale, Heathcote, Rushworth and Kialla to Thoona. From Thoona the area turns southeast to Mt Buller Alpine Village, southwest to Woods Pt then northwest to Wallan. The area then heads southwest to Diggers Rest then southeast back to Point Gellibrand. 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 8695 1000 To 03 8699 9999
03 4367 7000 To 03 4367 9999	03 8734 0000 To 03 8754 9999
03 5220 0000 To 03 5289 7999	03 8831 0400 To 03 8831 0499
03 5320 0000 To 03 5369 5999	03 8855 6000 To 03 8855 6999
03 5380 1000 To 03 5380 1999	03 8866 2000 To 03 8866 4899
03 5420 6000 To 03 5433 5999	03 9200 6000 To 03 9219 7999
03 5459 7000 To 03 5467 7999	03 9230 9000 To 03 9377 1299
03 5483 3000 To 03 5483 4999	03 9390 0000 To 03 9399 9999
03 5520 2000 To 03 5529 5999	03 9411 2900 To 03 9426 3599
03 5551 0000 To 03 5599 8999	03 9449 0000 To 03 9449 9999
03 5727 6000 To 03 5736 9999	03 9464 9000 To 03 9487 3599
03 5760 0000 To 03 5799 9999	03 9514 1200 To 03 9536 8899
03 5826 1000 To 03 5826 7999	03 9603 0400 To 03 9699 9999
03 5957 5000 To 03 5963 7999	03 9731 0000 To 03 9749 9999
03 8290 0100 To 03 8290 0999	03 9805 4000 To 03 9805 4099
03 8311 2200 To 03 8311 9999	03 9823 0400 To 03 9825 7799
03 8325 1000 To 03 8398 9999	03 9860 4800 To 03 9869 5999
03 8412 4600 To 03 8416 4599	03 9921 5300 To 03 9934 9999
03 8517 3500 To 03 8517 8899	03 9954 3000 To 03 9954 7999
03 8530 6300 To 03 8534 9999	03 9971 0000 To 03 9974 9999
03 8598 5600 To 03 8671 6999	

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 **1 August 2014 to 24 August 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 **20140801-VIC-S-C-P-CENTRAL AND SOUTH WEST DISTRICT**.

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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