

Customer Service Advice from Telstra

Extreme Weather events impact service in Melbourne

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 Melbourne region of Victoria on or about Thursday 26 November 2009.

Due to the effect of damage to the Telstra telecommunications network by severe thunderstorms which brought with them heavy rainfall, localised flash flooding and lightning to ground, 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, flash flooding and large hailstones were referred to in the BOM Severe Weather Warning issued for 26 November 2009 initially at 2pm Thursday, 26 November 2009; and was widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances applies to approximately 9517 services. This number may increase as Telstra assesses the full affect of the extreme weather conditions. Based on current information, the resumption date of normal service operations is expected to be 7 December 2009. This date is indicative only; Telstra customers should anticipate that some further delays may occur. 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 is not limited to the area starting at Jam Jerrup, follow the Western Port Coastline anticlockwise past Hasting to Flinders, then follow the Mornington Peninsula coastline clockwise to Point Nepean, then follow the coastline of Port Phillip Bay in a anticlockwise direction past Sorrento, Mornington, Frankston, Sandringham and then continue on through Williamstown to Werribee South, then go northwest to Werribee, then north through Melton and Toolern Vale to Gisborne. Then continue northeast through Riddells Creek and Bolinda to Darraweit Guim, then south southeast to Kalkallo, then east to Kinglake Central, continue east southeast through Kinglake East to Toolangi, then south to Healesville. Continue southeast to Warburton, from Warburton, follow the southern border of the Yarra Ranges National Park northeast to Mount Observation, then go south southeast to the Upper Yarra Dam, then south to Jindivick North, continue southwest through Jindivick, Jindivick West and Longwarry to Catani, then south to Yannathan and southwest to Lang Lang then south southwest back to Jam Jerrup. All suburbs and towns 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 5931 0000	To	03 5944 4999	03 9220 0240	To	03 9221 0352
03 5961 5200	To	03 5998 9096	03 9255 0039	To	03 9255 6900
03 8327 5900	To	03 8339 0999	03 9266 0083	To	03 9266 3999
03 8360 8000	To	03 8368 2999	03 9300 1000	To	03 9600 9254
03 8390 0001	To	03 8390 9999	03 9636 0010	To	03 9646 9999
03 8405 3000	To	03 8415 1999	03 9673 6000	To	03 9899 9999
03 8598 9000	To	03 8598 9999	03 9915 1900	To	03 9916 1972
03 8699 5900	To	03 8711 8989	03 9931 0000	To	03 9931 1999
03 8742 0001	To	03 8746 9999	03 9941 3896	To	03 9941 3897
03 8761 6000	To	03 8761 6999	03 9974 0000	To	03 9974 6999
03 9009 0010	To	03 9009 2600			

As these circumstances were outside of Telstra's control, Telstra is claiming an extension to time frames applying under the *Telecommunications (Customer Service Guarantee) Standard 2000 (No.2)*. This means that Telstra is notifying customers that normal service time frames may not be met during the period of **27 November 2009 to 7 December 2009** inclusive (based on Telstra's estimated recovery schedule correct at the time of publication of this notice).

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 **20091127-VIC-S-C-P-MELBOURNE**.

Copies of this notice are available on our Internet site at www.telstra.com.au/msd/ or you may request a copy by calling one of the Telstra numbers mentioned above.

If, after calling Telstra you are still not satisfied with the outcome, you have the option to raise 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® directory.

