

# Customer Service Advice from Telstra.

## Extreme Weather events impact service in Central West 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 West region of Victoria, on or about, Thursday 11 February 2010.

Due to the effect of damage to the Telstra telecommunications network by severe thunderstorms, 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, very heavy rainfall, flash flooding and large hailstones referred to in the BOM Severe Weather Warning issued for 11 February 2010 initially at 1:18 pm Thursday, 11 February 2010; all of which were widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances applies to approximately 654 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 26 February 2010. 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 Mt Macedon go south to Gisborne then southwest to Bacchus Marsh, then south to Balliang, then southwest through Anakie and Bannockburn to Buckley. From Buckley go northwest through Wingeel and Pitfield to Skipton, then northwest to Stockyard Hill, then north to Raglan, northeast through Lexton to Talbot, east to Campbelltown, southeast to Daylesford, northeast to Drummond, east through Kyneton to Pipers Creek, then southeast back to Mt Macedon. 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 5229 6539	To	03 5238 9599	03 5422 1000	To	03 5428 9499
03 5265 1002	To	03 5265 6198	03 5463 2000	To	03 5476 6353
03 5281 1000	To	03 5286 8299	03 5596 5106	To	03 5596 5155
03 5330 1000	To	03 5350 5514			

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 **12 February 2010 to**

**26 February 2010** 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 **20100212-VIC-S-C-P-CENTRAL WEST VICTORIA**.

Copies of this notice are available on our Internet site at [www.telstra.com.au/msd/](http://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](http://www.tio.com.au)) and in the White Pages® directory.

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