

# Customer Service Advice from Telstra.

## **Extreme Weather events impact services in Greater 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 Greater Melbourne region of Victoria, on or about Saturday 6 March 2010 through to Sunday 7 March 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 as referred to in the BOM Severe Weather Warning issued for 6 March 2010 initially at 12:36 pm Saturday, 6 March 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 18,214 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 March 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 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 an anticlockwise direction past Sorrento, Mornington, Frankston, Sandringham and then continue on through Williamstown to Geelong, then follow the coast clockwise past Portarlington, Queenscliff to Torquay. From Torquay go northwest to Buckley, then north northeast to Bannockburn, then northeast through Anakie and Balliang to Parwan then east northeast to Melton. From Melton go north through 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, 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 5221 0000	To	03 5283 1888	03 8696 0000	To	03 8711 8989
03 5420 7001	To	03 5428 8999	03 8761 6000	To	03 8761 6999
03 5628 5200	To	03 5629 9798	03 8786 3000	To	03 8812 2981
03 5786 1000	To	03 5789 1499	03 9009 0010	To	03 9009 2600
03 5931 0000	To	03 5944 4999	03 9220 0240	To	03 9221 0352
03 8300 0132	To	03 8307 8853	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 9899 9999
03 8390 0001	To	03 8390 9999	03 9915 1900	To	03 9916 1972
03 8502 0269	To	03 8511 4987	03 9931 0000	To	03 9931 1999
03 8598 9000	To	03 8629 9999	03 9941 3896	To	03 9941 3897
03 8643 0900	To	03 8665 2012	03 9974 0000	To	03 9974 6999

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 **9 March 2010 to 26 March 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 **20100309-VIC-S-C-P-GREATER MELBOURNE**.

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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