

# CUSTOMER SERVICE ADVICE FROM TELSTRA.

## Extreme Weather events impact service in Adelaide Metro, Murray Bridge and South Central Coast

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 Adelaide Metro, Murray Bridge and South Central Coast regions of SA on or about Wednesday 14 March 2012.

Due to the effect of damage to the Telstra telecommunications network by extreme weather conditions, 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 wind, heavy rainfall and flash flooding are referred to in the BOM Severe Weather Warning issued for 14 March 2012 initially at 4:56pm Wednesday 14 March 2012; 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 3075 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 26 March 2012. 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 are not limited to the area starting at Middle Beach then northeast to Gawler, then south east to One Tree Hill, Kersbrook, Birdwood, Kulde, Peake, Netherton and Coonalpyn, then west to Meningie and follow the coastline in a clockwise direction through The Coorong, Goolwa, Victor Harbor, Cape Jervis, Aldinga Beach, Glenelg and back to Middle Beach. All suburbs and 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:

|                              |                              |
|------------------------------|------------------------------|
| 08 8124 0110 To 08 8132 1899 | 08 8410 0000 To 08 8431 9999 |
| 08 8152 0002 To 08 8152 0999 | 08 8443 3000 To 08 8449 9999 |
| 08 8162 9000 To 08 8189 1099 | 08 8520 2089 To 08 8538 7297 |
| 08 8211 6000 To 08 8299 9999 | 08 8552 1000 To 08 8584 9145 |
| 08 8321 9000 To 08 8398 5599 | 08 8598 0000 To 08 8598 5399 |

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 **15 March 2012 to 26 March 2012** 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 **20120315-SA-S-C-P-ADELAIDE METRO MURRAY BRIDGE & STH CENTRAL COAST**.

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](http://www.tio.com.au)) and in the White Pages® telephone directory.



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