

# CUSTOMER SERVICE ADVICE FROM TELSTRA

## Extreme Weather events impact service in Adelaide Metropolitan, Mount Lofty Ranges, Mid North, Murraylands, Upper Southeast and Lower Southeast Districts.

As previously notified by Telstra on Thursday 28 June 2011, Telstra's normal operations in the Adelaide Metropolitan, Mount Lofty Ranges, Mid North, Murraylands, Upper Southeast and Lower Southeast on or about Thursday 21 June 2012 were affected by a series of extreme weather. Telstra's telecommunications network in these areas have experienced high levels of damage that resulted in delays to installation and repair activities on a significant number of Telstra services. Due to the extent of damage to the Telstra network, the impact in the affected region has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has now been extended to 16 July 2012.

Telstra has identified that the effect of these circumstances applies to an additional 3600 services bringing the total number of services impacted to approximately 8100 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 16 July 2012. 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 are not limited to the area starting at Port Wakefield head north to Nantawara, then go east through Hoyleton, Auburn, Waterloo to Robertstown. From Robertstown head southeast to Bower then go south through Stonefield to Sedan. From Sedan head southeast through Bowhill to Karoonda then go east through the Billiatt Conservation Park to the South Australian and Victorian border. Follow the South Australian border directly south to the coastline. Then continuing along the coastline in a clockwise direction head past Port MacDonnell, Beachport, Robe, Kingston SE, Meningie, Victor Harbor, Cape Jervis, Aldinga, Glenelg, Adelaide, Port Gawler, Middle Beach and back to Port Wakefield. 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 8520 2000 To 08 8538 7297
08 8152 0002 To 08 8152 0999	08 8552 1000 To 08 8584 9145
08 8162 9000 To 08 8189 1099	08 8598 0000 To 08 8598 5399
08 8211 6000 To 08 8299 9999	08 8723 0000 To 08 8739 9399
08 8321 9000 To 08 8398 5599	08 8752 0000 To 08 8769 6197
08 8410 0000 To 08 8431 9999	08 8847 2000 To 08 8867 1516
08 8443 3000 To 08 8449 9999	

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 **21 June 2012** to **16 July 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 **20120621-SA-S-C-P-ADELAIDE & SOUTH EAST REGIONAL SA**.

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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