

Customer Service Advice from Telstra.

Extreme Weather events impact service in Lower Eyre and Eastern Peninsula, Flinders, North East Pastoral, Riverland, Murray Lands, Mid North, Mount Lofty Ranges and Adelaide Metropolitan Districts

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 Lower Eyre and Eastern Peninsula, Flinders, North East Pastoral, Riverland, Murray Lands, Mid North, Mount Lofty Ranges and Adelaide Metropolitan region's of South Australia on or about Monday 5 November 2012 through to Tuesday 6 November 2012.

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). Severe thunderstorms, heavy rainfall, damaging winds and lightning are referred to in the BOM Severe Weather Warning issued for 5 November 2012 initially at 11:29 am Monday, 5 November 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 3550 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 16 November 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 Woods Well in South Australia then following the coastline northwest past Meningie to Victor Harbour then around the Fleurieu Peninsula to Aldinga Beach then north through to Middle Beach including metropolitan Adelaide. From Middle Beach follow the coastline north to Port Clinton then around the Yorke Peninsula to Port Augusta then southwest to Port Lincoln then following the coast to Elliston. From Elliston head northeast through to Wudinna and Buckleboo, then go north to Mount Ive. From Mount Ive head directly east to Port Augusta then go northeast through to Hawker and Wilpena. From Wilpena head southeast towards the NSW border town of Cockburn. Then follow the SA/NSW border south past the border of Victoria through to Braun Rd. From Braun Rd head southwest through Karte, Gurrui, Wirha, Geranium to Netherton. From Netherton head south to Culburra and then go southwest back to Woods Well. 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 7210 0000	To	08 7210 9999	08 8150 0000	To	08 8449 9999
08 7285 0000	To	08 7285 8999	08 8520 0000	To	08 8539 4999
08 7383 0000	To	08 7389 9999	08 8550 0000	To	08 8581 9999

08 7522 4000	To	08 7522 4999	08 8598 0000	To	08 8598 9999
08 7628 3000	To	08 7628 3999	08 8620 2000	To	08 8689 5999
08 8100 0000	To	08 8116 9999	08 8821 0000	To	08 8868 9999
08 8130 0000	To	08 8139 9999	08 8890 0000	To	08 8894 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 **7 November 2012** to **16 November 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 20121107-SA-S-C-P-ADELAIDE & SURROUNDING DISTRICTS.

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) and in the White Pages® telephone directory.

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