

Customer Service Advice from Telstra

Staff Redeployment impact service in Alice Springs District of the Northern Territory.

As previously notified by Telstra on Monday 10 June 2013, Telstra's normal operations have been affected by a series of extreme weather events, which have caused damage to the Telstra telecommunications network throughout widespread areas of Western Australia. This necessitated in Telstra redeploying a large number of staff from across Australia to the affected regions.

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 the redeployed staff will remain in the affected regions and continue repair work. The expected recovery date has now been extended to 19 July 2013.

As a result, there will be delays to normal installation and repair activities in the Alice Springs District of the Northern Territory, as staff from this region are redeployed.

Telstra apologises to any affected customers.

Information as to the nature of the severe weather events can be sourced from Weatherzone at www.weatherzone.com.au. Heavy rains, leading to the wettest May in up to nineteen years for the southwest WA catchment areas. Also, heavy rains leading to the wettest June in up to 70 years in the Pilbara District of WA are detailed within this site with latest severe weather occurring 25 June 2013. Additionally these unusually severe weather events have been widely reported by most of the news media.

Telstra has identified that the effect of these circumstances may apply to approximately 200 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 19 July 2013. 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 not limited to, the area starting at the Tanami Mine. From Tanami, the boundary heads east across the Central Dessert to McLaren Creek, then east by south to meet the Queensland border at Lake Nash, and follows the border to the South Australia border at Poeppel Corner. From Poeppel Corner, the area heads west, following the border to south of the Kulgera Roadhouse on National 87, then heads southwest to Pukatja (Ernabella). From Pukatja, the area's boundary heads northwest to Amata, west to Pipalyatjara, then turns northwest past the Warakurna Roadhouse to the Giles Meteorological Station and then returns to the Tanami Mine. 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:

08 8950 0000 **To** 08 8966 9999 08 8993 8000 **To** 08 8993 8999

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 **1 July 2013** to **19 July 2013** 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 20130701-NT-S-C-P-ALICE SPRINGS.

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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