

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in West Coast, Lower Eyre and Eastern Eyre Peninsula, North West and North East Pastoral, Flinders, Mid North, Yorke Peninsula, Riverland, Murraylands and Mount Lofty Ranges Districts of South Australia.**

As previously notified by Telstra on Friday 21 February, Telstra's normal operations in the West Coast, Lower Eyre and Eastern Eyre Peninsula, North West and North East Pastoral, Flinders, Mid North, Yorke Peninsula, Riverland, Murraylands and Mount Lofty Ranges region of South Australia were affected by a series of extreme weather events on or about Thursday 13 February 2014. 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 21 March 2014.

Telstra has identified that the effect of these circumstances applies to an additional 600 services bringing the total number of services impacted to approximately 1,650 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 21 March 2014. 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 not limited to, the area starting at Elliston heading northeast past Wudinna to Buckleboo, then turns north to Mount Ive. The area then heads northwest past Lake Everard then north to the Stuart Hwy (A87) and following the Stuart Hwy northwest past Coober Pedy and Marla to the Northern Territory border. The area then turns east and follows the SA/Northern Territory border past Poepel Corner to Haddon Corner then turns south following the border to Pinnaroo. From Pinnaroo the area heads southwest past Culburra to Woods Well then following the coastline northwest past Meningie to Goolwa. From Goolwa the area heads north to Mt Barker, northeast past Mt Pleasant to Cambrai, northwest to Greenock, west to Wasleys then southwest to Middle Beach. From Middle Beach the area follows the coastline around Yorke Peninsula past Port Pirie, Port Augusta and Port Lincoln back to Elliston. 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 7628 3000	To	08 7628 3999	08 8560 0000	To	08 8595 9999
08 8188 9000	To	08 8188 9999	08 8620 2000	To	08 8689 5999
08 8388 9000	To	08 8388 9999	08 8821 0000	To	08 8868 9999
08 8521 6000	To	08 8543 2999	08 8890 0000	To	08 8894 9999

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 2011* This means that Telstra is notifying customers that normal service time frames may not be met during the period of **17 February 2014 to 21 March 2014**

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 **20140217-SA-S-C-P-REGIONAL SOUTH AUSTRALIA**.

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 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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