

# 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.**

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 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 on or about Thursday 13 February 2014.

Due to the effect of damage to the Telstra telecommunications network by severe weather, 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). Heavy rainfall and damaging winds are referred to in the BOM Severe Weather Warning issued for 13 February 2014 initially at 5:00 pm Thursday, 13 February 2014; 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 1,050 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 7 March 2014. 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 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 Poeppel 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	<b>To</b>	08 8188 9999	08 8620 2000	<b>To</b>	08 8689 5999
08 8388 9000	<b>To</b>	08 8388 9999	08 8821 0000	<b>To</b>	08 8868 9999
08 8521 6000	<b>To</b>	08 8543 2999	08 8890 0000	<b>To</b>	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 **17 February 2014** to **7 March 2014** 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 **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 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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