

# Customer Service Advice from Telstra

## **Fire impacts service in Adelaide Hills and surrounding areas of South Australia.**

As previously notified by Telstra on Wednesday 7 January 2015, Telstra's normal operations in the Adelaide Hills and surrounding areas of South Australia were affected by bushfires on or about Saturday 3 January 2015 through to Sunday 4 January. 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 these events, the expected recovery date has now been extended to 1 February 2015.

Telstra has identified that the effect of these circumstances applies to an additional 1,050 services bringing the total number of services impacted to approximately 2,000 services. This number may increase as Telstra assesses the full effect of the damage caused from these bushfires. Based on current information, the resumption date of normal service operations is expected to be 1 February 2015. 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 Middle Beach then heading northeast to Wasleys, then east to Greenock. The area then turns southeast past Angaston and Keyneton to Cambrai. From Cambrai the area turns southwest past Mt Barker to Meadows, then northwest to Clarendon. The area then heads north to Paradise, southwest to Prospect, north to St Kilda and then following the coastline back to Middle Beach. 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 7285 0000	To	08 7285 8999	08 8250 0000	To	08 8266 9999
08 7383 0000	To	08 7389 9999	08 8280 0000	To	08 8289 9999
08 8130 9000	To	08 8139 9999	08 8300 8200	To	08 8314 4999
08 8161 2000	To	08 8161 5199	08 8334 8000	To	08 8339 9999
08 8182 0000	To	08 8189 9999	08 8360 0000	To	08 8409 7999
08 8201 4000	To	08 8214 3999	08 8520 0000	To	08 8527 5999
08 8229 1400	To	08 8230 5999	08 8560 3000	To	08 8568 5999

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 **5 January 2015 to 1 February 2015** 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 **20150105-SA-S-B-P-ADELAIDE HILLS BUSHFIRE.**

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.

® Registered Trade Mark of Telstra Corporation Limited.