

Customer Service Advice from Telstra

Extreme Weather events impact service in Yorke Peninsula, Eastern Eyre Peninsula, Lower Eyre Peninsula, North West Pastoral, North East Pastoral, Flinders, Mid North, Riverland, Murraylands and Moutny 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 **Yorke Peninsula, Eastern Eyre Peninsula, Lower Eyre Peninsula, North West Pastoral, North East Pastoral, Flinders, Mid North, Riverland, Murraylands and Moutny Lofty Ranges Districts of South Australia** on or about Wednesday 7 January 2015 through to Saturday 10 January 2015.

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). Heavy rainfall and damaging winds are referred to in the BOM Severe Weather Warning issued for 7 January 2015 initially at 12:49 pm Wednesday, 7 January 2015; 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 900 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 1 February 2015. 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 Port Neill on the Spencer Gulf and following the coastline to Elliston then 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 to Marla, west to Mintabie then north to where the Stuart Highway (A87) meets 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 southeast to Kingston SE and follows the coastline to Goolwa the area then heads north east to Palmer, northwest to St Kilda and following the coastline back to Port Neill. 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 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 **9 January 2015 to 1 February 2015** 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 **20150109-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) and in the White Pages® telephone directory.

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