

# Customer Service Advice from Telstra

## **Staff Redeployment impact service in the Adelaide and Mount Lofty Ranges Districts of South Australia.**

As previously notified by Telstra on Friday 16 January 2015, Telstra's normal operations have been affected by a series of severe thunderstorms, which have caused damage to the Telstra telecommunications network throughout widespread areas of New South Wales, there has been a significant increase in the number of Telstra services being reported as faulty in those regions. This necessitated in Telstra redeploying a large number of staff 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 22 February 2015.

As a result, there will be delays to normal installation and repair activities in the Adelaide and Mount Lofty Districts of South Australia as staff from this region are redeployed.

Telstra apologises to any affected customers.

Information as to the nature of the severe weather events, which included destructive winds, heavy rainfall and flash flooding which occurred in the affected regions can be sourced from the Bureau of Meteorology (BOM). The BOM issued Severe Weather Warnings regarding these events commencing from on or about 3 December 2014 and continuing until 31 December 2014. 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 applies to an additional 3,300 services, bringing the total number of services impacted to approximately 6,900 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 22 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 St Kilda heading southeast to Holden Hill, then south to Paradise. The area then heads southwest past Kensington Park through to Blackwood, then south to Clarendon and southeast to Macclesfield. The area then turns south to Goolwa and following the coastline clockwise past Victor Harbor, Cape Jervis and Port Adelaide back to St Kilda. All suburbs and towns including 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 7522 4000	<b>To</b>	08 7522 4999	08 8290 0000	<b>To</b>	08 8449 9999
08 8100 0700	<b>To</b>	08 8116 6499	08 8536 6000	<b>To</b>	08 8536 7999
08 8130 0000	<b>To</b>	08 8139 7999	08 8550 0000	<b>To</b>	08 8559 9999
08 8150 0000	<b>To</b>	08 8249 9999	08 8598 0000	<b>To</b>	08 8598 9999

08 8260 0000

To 08 8279 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 **12 January 2015** to **22 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 **20150112-SA-S-C-P-ADELAIDE AND MOUNT LOFTY RANGES**.

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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