

Customer Service Advice from Telstra

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

As previously notified by Telstra on Monday 4 May 2015, Telstra's normal operations have been affected by a series of extreme weather events, which have caused damage to the Telstra telecommunications network throughout widespread areas of coastal Queensland and parts of northern coastal New South Wales. This necessitated in Telstra redeploying a large number of staff from across Australia 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 28 June 2015.

As a result, there will be delays to normal installation and repair activities in Adelaide and the surrounding Mount Lofty Ranges District, as staff from this region have been redeployed.

Telstra apologises to any affected customers.

Information as to the nature of Ex-Tropical Cyclone Marcia, which included destructive winds, heavy rainfall, flash flooding, flood river warnings and abnormally high tides, 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 on or about Thursday 19 February 2015 and continuing until Sunday 22 February 2015. 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 6,150 services, bringing the total number of services impacted to approximately 16,500 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 28 June 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 Tooperang. The area then turns southeast to Goolwa and following the coastline clockwise past Victor Harbor, Cape Jervis and Port Adelaide back to Middle Beach. All suburbs and towns including metropolitan Adelaide, 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 8150 0000 | To | 08 8449 9999 |
| 08 7383 0000 | To | 08 7389 9999 | 08 8520 0000 | To | 08 8536 7999 |
| 08 7522 4000 | To | 08 7522 4999 | 08 8550 0000 | To | 08 8568 5999 |
| 08 8100 0700 | To | 08 8116 6499 | 08 8598 0000 | To | 08 8598 9999 |

08 8130 0000

To 08 8139 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 **20 April 2015** to **28 June 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 **20150420-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) and in the White Pages® telephone directory.

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