

# Customer Service Advice from Telstra

## **Extreme Heat impacts service in Adelaide and Mount Lofty Ranges, Lower Eyre Peninsula, Eastern Eyre Peninsula, Flinders, Yorke Peninsula and Riverlands Districts and parts of the West Coast, North East Pastoral and Murraylands Districts of South Australia.**

Telstra is working to manage the significant impact to Telstra service delivery as a consequence of a period of extremely hot weather in Adelaide and the Mount Lofty Ranges, Lower Eyre Peninsula, Eastern Eyre Peninsula, Flinders, Yorke Peninsula and Riverlands Districts and parts of the West Coast, North East Pastoral and Murraylands Districts of South Australia on or about Tuesday 15 December 2015 through to Friday 18 December 2015.

We are proud to provide a healthy and safe work place to all Telstra Staff. Telstra technicians working outdoors and in confined spaces during a period of extreme heat may be at risk of serious and potentially fatal heat-related illnesses such as heat stroke. On this basis Telstra has taken measures to limit its service delivery during this period in compliance with the Occupational Health and Safety Act 1991. 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 this heat wave can be sourced from the Bureau of Meteorology (BOM) internet site <http://www.bom.gov.au/sa/forecasts/>. 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 2,000 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 heat conditions. Based on current information, the resumption date of Telstra's normal service operations is expected to be 31 December 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 Elliston heading northeast past Wudinna to Buckleboo, then turns north to Mount Ive. From Mount Ive the area heads northeast past Hawker to Curnamona then southeast past Olary and continues southeast to the northeast corner of the Danggali Conservation Park on the SA/NSW border. The area turns south and follows the SA/NSW border to Pinnaroo. From Pinnaroo the area heads southwest to Coorong and follows the coastline past Adelaide 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 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 8598 9999
08 7522 4000	To	08 7522 4999	08 8620 2000	To	08 8689 5999
08 8100 0700	To	08 8116 6499	08 8821 0000	To	08 8868 9999
08 8130 0000	To	08 8139 9999	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 **17 December 2015** to **31 December 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 **20151217-SA-S-F-P-ADELAIDE AND REGIONAL SA**.

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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