

Customer Service Advice from Telstra

Severe Weather events impact service in Adelaide Metropolitan, Mount Lofty Ranges and Kangaroo Island 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 severe weather events in the Sydney Metropolitan, Hunter, Illawarra and South Coast districts of New South Wales on or about Monday 4 January 2016 through to Wednesday 6 January 2016.

Due to the effect of damage to the Telstra telecommunications network by severe weather, 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 in the directly affected areas, and across the Adelaide Metropolitan, Mount Lofty Ranges and Kangaroo Island districts of South Australia due to the need to redeploy Telstra staff to the affected areas.

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 flash flooding are referred to in the BOM Severe Weather Warning issued for 4 January 2016 initially at 11:01 am Monday, 4 January 2016, reference number IDN20032; 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 7,600 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 severe weather conditions. Based on current information, the resumption date of Telstra's normal service operations is expected to be 14 February 2016. 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 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 **11 January 2016** to **14 February 2016** 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 **20160111-SA-S-C-P-ADELAIDE AND SURROUNDING DISTRICT**.

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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