

Customer Service Advice from Telstra.

Extreme Weather events impact service in the Adelaide Metropolitan Area

As previously notified by Telstra on Wednesday 29 June, Telstra's normal operations in the Adelaide Metropolitan area of South Australia were affected by a series of extreme weather events on or about Thursday 23 June 2016 through to Friday 24 June 2016, Telstra's telecommunications network in these areas have experienced high levels of damage that resulted in delays to installation and repair activities on a significant number of Telstra services. 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 of the continued weather effects, the expected recovery date has now been extended to 31 July 2016.

Telstra has identified that the effect of these circumstances applies to an additional 2,870 services bringing the total number of services impacted to approximately 7,970 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 31 July 2016. 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 is not limited to the area starting Elizabeth, travelling south westerly to Taperoo and following the coastline south to Christie Downs. From Christie Downs, the area travels east to Mt Barker and north to Inglewood via Lenswood. The area continues north through Sampson Flat and turns westerly back to Elizabeth. All suburbs, 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 7210 0000 | To | 08 7210 9999 | 08 8100 0000 | To | 08 8116 9999 |
| 08 7285 1000 | To | 08 7285 6999 | 08 8130 0000 | To | 08 8139 9999 |
| 08 7389 0000 | To | 08 7389 9999 | 08 8150 0000 | To | 08 8449 9999 |

As these circumstances were outside of Telstra's control, Telstra is claiming an extension to time frames applying under the *Telecommunications (Customer Service Guarantee) Standard 2011* This means that Telstra is notifying customers that normal service time frames may not be met during the period of **24 June 2016 to 31 July 2016** inclusive (based on Telstra's estimated recovery schedule correct at the time of publication of this notice).

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 **20160624-SA-S-C-P-GREATER ADELAIDE**

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 you are still not satisfied with the outcome, you have the option to raise 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® directory.

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