

Customer Service Advice from Telstra

Severe Weather events impact service in Adelaide Metropolitan Area

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 Adelaide Metropolitan region of South Australia on or about Thursday 23 June 2016 through to Friday 24 June 2016

Due to the effect of damage to the Telstra telecommunications network by damaging winds and heavy rainfall 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.

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). Damaging winds and heavy rainfall are referred to in the BOM Severe Weather Warning issued for 23 June 2016 initially at 8.50am reference number IDS65503 followed by a second warning issued Friday 24 June 2016 at 12.42am reference number IDS65503 as the weather event widened; 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 5,100 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 17 July 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 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 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 **24 June 2016 to 17 July 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 **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 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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