

# Customer Service Advice from Telstra

## **Severe Weather events impact service in Adelaide Metropolitan and Mount Lofty Ranges Districts of South Australia.**

As previously notified by Telstra on Thursday 28 July 2016, Telstra's normal operations in the Adelaide Metropolitan and Mount Lofty Ranges Districts of South Australia were affected by a series of severe weather events on or about Sunday 24 July 2016 through to Tuesday 26 July 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 11 September 2016.

Telstra has identified that the effect of these circumstances applies to an additional 4,000 services bringing the total number of services impacted to approximately 10,700 services. This number may increase as Telstra assesses the full affect of the severe weather conditions. Based on current information, the resumption date of normal service operations is expected to be 11 September 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 not limited to, the area starting at Middle Beach heading northeast to Daveyston, then southeast to Mount Pleasant. From Mount Pleasant the area turns southwest past Mount Barker to Tooperang then west past Myponga to Myponga Beach and following the coastline north past Glenelg 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 1600	To	08 8449 9999
08 7383 0000	To	08 7389 9999	08 8520 0000	To	08 8536 7999
08 8100 0000	To	08 8116 9999	08 8550 0000	To	08 8568 5999
08 8130 0000	To	08 8139 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 **25 July 2016 to 11 September 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 **20160725-SA-S-C-P-ADELAIDE AND SURROUNDING DISTRICTS**.

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](http://www.tio.com.au)) and in the White Pages® directory.

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