

# Customer Service Advice from Telstra

## **Severe Weather events impact service in Adelaide Metropolitan, Yorke Peninsula, Mount Lofty Ranges, Upper South East and Lower South East Districts and parts of the Mid North and Murraylands 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 Adelaide Metropolitan, Yorke Peninsula, Mount Lofty Ranges, Upper South East and Lower South East Districts and parts of the Mid North and Murraylands Districts of South Australia on or about Sunday 24 July 2016 through to Tuesday 26 July 2016.

Due to the effect of damage to the Telstra telecommunications network by severe storms, 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 are referred to in the BOM Severe Weather Warning issued for 24 July 2016 initially at 6:58 am Sunday, 24 July 2016, reference number IDS65503; 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 6,700 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 21 August 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 are not limited to, the area starting at Fisherman Bay in the Spencer Gulf heading northeast to Canowie Belt, southeast to Bower and south to Dutton East then southwest to Freeling. From Freeling the area turns southeast past Sanderston and Perponda to Marama then east to the SA/Victoria border. The area follows the border south where the SA/Victoria border meets Bass Strait then following the coastline northwest past Robe, Victor Harbour, Adelaide and around Yorke Peninsula back to Fisherman Bay. 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 8550 0000	To	08 8581 9999
08 7383 0000	To	08 7389 9999	08 8598 1000	To	08 8598 9999
08 7522 4000	To	08 7522 4999	08 8635 0000	To	08 8638 8999
08 8100 0000	To	08 8116 9999	08 8721 0000	To	08 8739 8999
08 8130 0000	To	08 8139 9999	08 8750 0000	To	08 8769 9999

08 8150 1600      **To**   08 8449 9999                      08 8821 0000      **To**   08 8868 9999  
08 8520 0000      **To**   08 8539 4999                      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 **25 July 2016** to **21 August 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 **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 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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