

# Customer Service Advice from Telstra

**Extreme Weather events impact service in Adelaide Metropolitan, Mount Lofty Ranges, Kangaroo Island, Lower Eyre Peninsula, Eastern Eyre Peninsula, Yorke Peninsula, Mid North, Riverland, Murraylands and Upper South East Districts and parts of the West Coast, Flinders and Lower South East 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 extreme weather events in Adelaide Metropolitan, Mount Lofty Ranges, Kangaroo Island, Lower Eyre Peninsula, Eastern Eyre Peninsula, Yorke Peninsula, Mid North, Riverland, Murraylands and Upper South East Districts and parts of the West Coast, Flinders and Lower South East Districts of South Australia on or about Wednesday 28 September 2016 through to Thursday 29 September 2016.

Due to the effect of damage to the Telstra telecommunications network by 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 extreme weather events can be sourced from the Bureau of Meteorology (BOM). Destructive wind, heavy rainfall, flash flooding and large hailstones are referred to in the BOM Severe Weather Warning issued for 28 September 2016 initially at 12:26 pm Wednesday, 28 September 2016, reference number IDS65502; 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 12,000 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 extreme weather conditions. Based on current information, the resumption date of Telstra's normal service operations is expected to be 13 November 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 Pointe Des Cordonniers heading north to Penong, northeast to Koonibba then southeast past Pureba to the Gawler Ranges National Park. The area heads south to Wudinna, northeast to Buckleboo and southeast to Wilcherry then northeast to the northwest corner of the Ikara-Flinders Ranges National Park. From Ikara-Flinders Ranges National Park the area turns southeast past Peterborough to Burra, east past Chowilla to the SA/VIC border and then following the border south to the Edenhope-Penola Rd (C212). The area then turns southwest to Nora Creina and follows the coastline past Victor Harbor, Adelaide, around Yorke Peninsula past Port Pirie and continues past Port Augusta, Port Lincoln and Elliston back to Pointe Des Cordonniers. 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 7210 0000

To 08 7210 9999

08 8150 0000

To 08 8449 9999

08 7285 0000	To	08 7285 8999	08 8520 0000	To	08 8598 9999
08 7383 0000	To	08 7389 9999	08 8620 2000	To	08 8689 5999
08 7522 4000	To	08 7522 4999	08 8736 4000	To	08 8736 5999
08 7628 3000	To	08 7628 4999	08 8750 0000	To	08 8769 9999
08 8100 0000	To	08 8116 9999	08 8821 0000	To	08 8868 9999
08 8130 0000	To	08 8139 9999	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 **29 September 2016 to 13 November 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 **20160929-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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