

Customer Service Advice from Telstra

Severe Weather events impact service in the Adelaide Metropolitan, Mount Lofty Ranges, Mid North Districts and parts of the Lower Eyre Peninsula, Eastern Eyre Peninsula, North West Pastoral, and Flinders Districts of South Australia.

As previously notified by Telstra on Thursday 5 January 2017 Telstra's normal operations in the Adelaide Metropolitan, Mount Lofty Ranges, Mid North Districts and parts of the Lower Eyre Peninsula, Eastern Eyre Peninsula, North West Pastoral, and Flinders Districts of South Australia were affected by a series of severe weather events on or about Tuesday 27 December 2016 through to Wednesday 28 December 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 26 February 2017.

Telstra has identified that the effect of these circumstances applies to an additional 5,150 services bringing the total number of services impacted to approximately 14,800 services. This number may increase as Telstra assesses the full effect of the severe weather conditions. Based on current information, the resumption date of normal service operations is expected to be 26 February 2017. 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 Point Drummond heading northeast past Yalanda to Yarrah. From Yarrah the area turns southeast to Peterborough, southwest to Canowie Belt, and southeast to Bower then southwest to Wasleys. The area turns southeast to Cambrai, southwest to Callington, southeast to Wellington then south past Meningie to the coast. The area follows the coastline past Victor Harbor, Adelaide and Port Gawler to Port Arthur. From Port Arthur the area then heads northwest to Tickera and follows the coastline past Port Pirie, Port Augusta and Port Lincoln back to Point Drummond. 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 8568 5999
08 7383 0000	To	08 7389 9999	08 8581 1000	To	08 8581 8999
08 7522 4000	To	08 7522 4999	08 8598 1000	To	08 8598 8999
08 8100 0700	To	08 8116 6499	08 8621 1000	To	08 8688 3999
08 8130 0000	To	08 8139 9999	08 8840 0000	To	08 8849 9999
08 8150 1600	To	08 8449 9999	08 8860 5000	To	08 8867 9999
08 8520 0000	To	08 8536 7999	08 8890 0000	To	08 8894 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 **26 December 2016 to 26 February 2017**

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 20161227-SA-S-C-P-ADELAIDE AND REGIONAL SA

Copies of this notice are available on our Internet site at <http://www.telstra.com.au/consumer-advice/customer-service/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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