

Customer Service Advice from Telstra

Severe Weather events impact service in the Adelaide Metropolitan, Mount Lofty Ranges, Mid North and Yorke Peninsula Districts and parts of the Lower Eyre Peninsula, Eastern Eyre Peninsula, North West Pastoral, and Flinders 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, Mount Lofty Ranges, Mid North and Yorke Peninsula Districts and parts of the Lower Eyre Peninsula, Eastern Eyre Peninsula, North West Pastoral, and Flinders Districts of South Australia on or about Tuesday 27 December 2016 through to Wednesday 28 December 2016.

Due to the effect of damage to the Telstra telecommunications network by severe thunderstorms, 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 Early Warning Network at <http://www.ewn.com.au/alerts/>. Large Hail, heavy rain and destructive winds are referred to within this site for Tuesday 27 December 2016 through to Wednesday 28 December 2016; 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 9,650 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 5 February 2017. This date is indicative only, however, and may be subject to change once the full impact of the severe 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 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, around Yorke Peninsula 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 8821 0000	To	08 8867 9999

08 8150 1600 **To** 08 8449 9999 08 8890 0000 **To** 08 8894 9999
08 8520 0000 **To** 08 8536 7999

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 **27 December 2016** to **5 February 2017** 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 **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 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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