

Customer Service Advice from Telstra

Extreme Weather events impact service in Adelaide

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 the Adelaide metropolitan area of South Australia on or about Saturday 11 July 2009 through to Tuesday 14 July 2009.

Due to the effect of damage to the Telstra telecommunications network by a severe low pressure system bringing with it damaging winds, heavy rainfall and localised flash flooding, 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 were widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances applies to approximately 4214 services. This number may increase as Telstra assesses the full affect of the extreme weather conditions. Based on current information, the resumption date of normal service operations is expected to be 24 July 2009. 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 is not limited to the area starting at Rosedale then southwest to Gawler, south to One Tree Hill, then southeast through Kersbrooke to Birdwood, south to Mt Torrens, southwest to Woodside, then southeast to Brukunga, south to Dawesly and southwest to Wistow. From Wistow the area boundary continues west to Echunga, then northwest to Bradbury, south to Kangarilla, southwest through McLarens Flat to Aldinga, west to Aldinga Beach, then following the coastline north past Henley Beach to Lower Light then east past Reeves Plains and Roseworthy back to Rosedale. All suburbs, towns, and 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 8124 0110	To	08 8132 1899	08 8443 3000	To	08 8449 9999
08 8152 0002	To	08 8152 0999	08 8520 2000	To	08 8536 4145
08 8162 9000	To	08 8189 1099	08 8556 3577	To	08 8557 8899
08 8211 6000	To	08 8299 9999	08 8568 5000	To	08 8568 5799
08 8321 9000	To	08 8398 5599			

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 2000 (No.2)*. This means that Telstra is notifying customers that normal service time frames may not be met during the period of **14 July 2009 to 24 July 2009** 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 **20090714-SA-S-C-P-ADELAIDE**.

Copies of this notice are available on our Internet site at www.telstra.com.au/msd/ 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.

