

Customer Service Advice from Telstra.

Extreme Weather events impact service in Adelaide and regional 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 and regional South Australia on or about Monday 21 September 2009 through to Tuesday 22 September 2009.

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 Bureau of Meteorology (BOM). Large hailstones, destructive wind and flash flooding were referred to in the BOM Severe Weather Warning issued for 21 September 2009 initially at 12:48 pm Monday, 21 September 2009; and were widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances applies to approximately 5566 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 5 October 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 Piccaninnie Ponds on the South Australia/Victoria border, follow the coastline northwest past Adelaide, Yorke Peninsula, Whyalla and Port Lincoln to Sheringa Beach, then go northeast through Koongawa to Buckleboo Station, southeast to Kimba, northeast through Iron Knob and Port Augusta to the southwestern corner of the Flinders Ranges National Park and follow the border of the park in a clockwise direction to Willow Springs. From Willow Springs go south to Carrieton, east to Manna Hill, then southeast to where the northern border of the Dangdali Conservation meets the South Australia/NSW border and follow the border south to back to the coast at Piccaninnie Ponds. All suburbs, towns, off shore islands including Kangaroo Island 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 8520 2000	To	08 8598 5399
08 8152 0002	To	08 8152 0999	08 8620 2000	To	08 8689 4099
08 8162 9000	To	08 8189 1099	08 8723 0000	To	08 8739 9399
08 8211 6000	To	08 8299 9999	08 8821 1000	To	08 8868 3170
08 8321 9000	To	08 8398 5599	08 8892 2000	To	08 8894 2298
08 8443 3000	To	08 8449 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 2000 (No.2)*. This means that Telstra is notifying customers that normal service time frames may not be met during the period of **22 September 2009 to 5 October 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 **20090922-SA-S-C-P-ADELAIDE & REGIONAL SA**.

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.

