

# Customer Service Advice from Telstra

## Cable Damage impacts service in Croydon South Australia

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of damage to telecommunications plant and equipment caused by an unknown driver, in the Croydon area of Adelaide on or about Friday 14 November 2008.

The Telstra telecommunications network has been damaged by an extreme power surge which entered the Telstra network as a consequence of a large vehicle damaging high voltage power lines. Due to this event there have been a significant number of Telstra services being reported as faulty, due to the extensive testing and repairs required there has been some ongoing disruption to services and delays to normal installation and repair activities in the affected area. Telstra apologises to any affected customers.

Telstra has identified that the effect of these circumstances applies to approximately 344 services. This number may increase as Telstra assesses the full extent of the network damage. Based on current information, the resumption date of normal service operations is expected to be 12 December 2008. 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 the intersection of Days Road & Regency Road, Croydon Park, then go east along Regency Road to the intersection of Bayer Avenue and Regency Road, from Bayer Avenue, head in a southerly direction to Oldsmobile Terrace continuing in a southerly direction to Harrison Road. Then follow Harrison Road to Torrens Road. Then follow Torrens Road in a North-westerly direction to the intersection of Torrens and Days Roads. Then head north along Days Road back to the intersection of to Days and Regency Roads.

All suburbs 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 8241 5000 To 08 8241 7999      08 8340 0000 To 08 8347 2096

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 18 November 2008 to 12 December 2008 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 **20081118-SA-S-A-P-CROYDON**.

Copies of this notice are available on our Internet site at [www.telstra.com.au/msd/](http://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](http://www.tio.com.au)) and in the White Pages® directory.

The Telstra logo consists of the word "Telstra" in a bold, sans-serif font. The letter "T" is stylized with a grey, rounded shape behind it, resembling a signal tower or a stylized letter.