



Date 12 Apr 2011

Mr Tony Wakefield
Address removed

Dear TONY

Re : Network Outage Sunday March 27th

Thank you for your email dated 4 April 2011 in relation to an outage that effected Telstra services in the Wallan area. You raised 4 points that you have asked Telstra to respond to I will address each of these individually.

- 1) I would like an explanation of what happened and what is being done to come up with a solution to avoid the whole (appeared to be) of the Wallan exchange & RIMs being out of service leaving us without any means of communication.**

The outage at Wallan occurred on Sunday 27th March from 9:12pm resulting from damage to the fibre affecting ADSL, PSTN, ISDN, IPMAN, 3G & 2G Mobiles at HIDDEN VALLEY, 3G Mobiles at WANDONG SOUTH and Paypones. The damage was caused by excavation work by Yarra Valley Water.

Work followed shortly with the replacement of 300 metres of optic fibre cable to be hauled and spliced to restore network services. The fibre repair team worked continuously until full restoration occurred at 5:12pm on Monday 28th March.

Telstra takes every opportunity to promote Dial Before You Dig to prevent damage to our underground cable network.

- 2) As webmaster of the Upper Plenty Community website I would like your reply to be on a format to be made public to our community.**

You may choose to post this letter.

3) If technically you cannot come up with a solution to give us emergency 000 if a similar fault occurs. Then it is obvious that we need some form of community communications in this situation such as Radio (CB or Ham radio). Your input requested.

In terms of access to 000, Telstra at all times endeavors to maintain its services that enable communication however Accidents/Faults do occur. There is no 100 per cent solution should you choose CB radio or in fact a Satellite telephone.

1) In future inform ABC 774 of this sort of situation with expected return of service.

Telstra's Public Affairs spokesperson was across this outage and provided an update to a print media journalist from the local area.

If this outage occurred during a time of high bushfire risk, we would have communicated through the Incident Control Centers.

I hope the above answers your queries should you wish to discuss further please call on the below number.

Sincerely

A handwritten signature in black ink, appearing to read 'Robert Bell', is written over a light grey rectangular background.

Robert Bell
Area General Manager
Northern Victoria
Telstra Country Wide

[Robert. Bell \[at\] team.telstra](mailto:Robert.Bell@team.telstra)