

# Special Talking Water

Thursday 2 February 2017



Murray Irrigation

## Communication network technical difficulties

Customers are advised that due to a Telstra system malfunction, Murray Irrigation is currently experiencing technical issues with its communication network. The company's alarm system is operating intermittently, with some alarms not working at all.

Telstra has confirmed that a fire at one of its Sydney exchanges today has caused outages to mobile and fixed services.

Murray Irrigation channel height alarms may not be communicated to our operators.

**Customers should remain vigilant with regard to channel operating heights and notify Murray Irrigation of any abnormalities.**

While the cause is due to external influences, we anticipate that all issues will be resolved today.

Customers may not be receiving notifications from Murray Irrigation relating to irrigation orders during this period. However, please note, orders will not be affected and customers can still order water online, or access the Murray Water Exchange via the following links:

- *Water ordering* - [water.murrayirrigation.com.au](http://water.murrayirrigation.com.au);
- 'Customer login' (Water Exchange etc.) - [member.murrayirrigation.com.au](http://member.murrayirrigation.com.au)

If you are experiencing supply difficulty or notice any unusual activity with Murray Irrigation channels, please contact Customer Support on T. 1300 138 265.

Murray Irrigation apologies for any inconvenience caused.



**Scott Barlow**  
Executive Manager Customer Operations