

# Media release

Monday 5 February 2018



## Telstra network issues resolved

Online access to Murray Irrigation's Water Ordering System and Water Exchange were unavailable for almost three days last week due to a Telstra network issue.

Customers were unable to place water orders over the internet or use the online exchange and the company's Deniliquin phone lines were also disabled.

Acting CEO Scott Barlow said despite the technical difficulties, Murray Irrigation worked around the issue to minimise the impact on customers.

"We had additional staff located at our Finley office to assist customers with water orders over the phone," he said.

"Unfortunately, it was a Telstra security software issue completely out of our control.

"However, manual systems were in place to ensure our normal day-to-day water delivery operations were uninterrupted."

It is the second major Telstra outage for Murray Irrigation in less than three months.

In November of last year, the company suffered a service outage which affected phones and internet access.

"Once again, on that occasion, we fell back on our manual back-up systems as a matter of course," Mr Barlow said.

The latest network issues were first identified Wednesday 31 January and were resolved three days later.

**Ends:**

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