

CUSTOMER SERVICE ADVICE FROM TELSTRA

Extreme Weather events impact service in Perth and the districts of Central West, South West, South Coastal, Great Southern and the Central Wheat Belt

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 the Perth and the districts of Central West, South West, South Coastal, Great Southern and the Central Wheat Belt region of WA on or about Monday 5 December 2011 through to Tuesday 6 December 2011.

Due to the effect of damage to the Telstra telecommunications network by heavy rainfall, 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). Heavy rainfall, large hail and damaging winds are referred to in the BOM Severe Weather Warning issued for 5 December 2011 initially at 4:00 pm on Monday 5 December 2011; all of which were widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances may apply to approximately 4500 services. Some of these services may not be installed or repaired within Telstra's standard time frames. The number of possibly affected services may increase or decrease as Telstra assesses the full effect of the extreme weather conditions. Based on current information, the resumption date of Telstra's normal service operations is expected to be 16 December 2011. This date is indicative only, however, and may be subject to change once the full impact of the extreme weather conditions has been assessed. 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 are not limited to the area starting at Cape Burney on the WA coastline go north northeast through Nabawa and Naraling to Rockwell, then go southeast through Mullewa, Canna, Morawa and Perenjori to Maya, then go east to Goodlands Nature Reserve, south through Mollerin to Gabbin, further south to Tammin, southwest through Younegin to Balkuling then south to Bally Bally, west through Dale to the Wungong Regional Park, then south through Dwellingup to Collie, southeast to Kulikup, south to Tonebridge and then southwest through Shannon National Park to Windy Harbour on the WA coastline. From Windy Harbour follow the WA coast firstly northwest to Cape Leeuwin then north to Cape Naturaliste then past Busselton, Bunbury, Mandurah, Perth and Lancelin back to Cape Burney.

All suburbs and towns, off shore islands 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 6267 0333 To 08 6267 0346 | 08 9523 1000 To 08 9538 4190 |
| 08 6278 1000 To 08 6278 4998 | 08 9561 1000 To 08 9594 2999 |
| 08 6293 1000 To 08 6293 1999 | 08 9620 1200 To 08 9686 6090 |
| 08 6380 1000 To 08 6389 2998 | 08 9720 1000 To 08 9739 2911 |
| 08 9168 8325 To 08 9168 8502 | 08 9751 1000 To 08 9777 2999 |
| 08 9201 0000 To 08 9228 9999 | 08 9791 1000 To 08 9797 2497 |
| 08 9240 1000 To 08 9259 6999 | 08 9863 4141 To 08 9863 4457 |
| 08 9271 0000 To 08 9459 9999 | 08 9920 1000 To 08 9933 6186 |
| 08 9470 1001 To 08 9498 7999 | 08 9951 1000 To 08 9973 6098 |

As these circumstances were outside of Telstra's control, Telstra is claiming an exemption from compliance with time frames and performance standards required under the *Telecommunications (Customer Service Guarantee) Standard 2011*. Therefore Telstra is notifying customers that normal installation and repair time frames may not be met during the period from **6 December 2011 to 16 December 2011** inclusive (based on Telstra's estimated recovery schedule correct at the time of publication of this notice) and, under section 21 of the *Telecommunications (Customer Service Guarantee) Standard 2011*, Telstra will be exempt from complying with performance standards during this period.

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 **2011206-WA-S-C-P-PERTH & SOUTHWEST WA**.

Copies of this notice are available on our Internet site at <http://telstra.com.au/abouttelstra/commitments/mass-service-disruption/> or you may request a copy by calling one of the Telstra numbers mentioned above.

If, after calling Telstra on one of the above numbers, you remain unsatisfied with our response to your query, you have the option of raising 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® telephone directory.



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