

CUSTOMER SERVICE ADVICE FROM TELSTRA

Extreme Weather events impact service in Greater Perth, Lower West, Central Wheat Belt, South West, Great Southern and South Coastal Districts

As previously notified by Telstra on Friday 15 June 2011, Telstra's normal operations in the Greater Perth region of WA on or about Thursday 7 June 2012 and the Lower West, Central Wheat Belt, South West, Great Southern and South Coastal regions of WA on or about Sunday 10 June 2012 were affected by a series of extreme weather. Telstra's telecommunications network in these areas have experienced high levels of damage that resulted in delays to installation and repair activities on a significant number of Telstra services. Due to the extent of damage to the Telstra network, the impact in the affected region has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has now been extended to 20 July 2012.

Telstra has identified that the effect of these circumstances applies to an additional 10700 services bringing the total number of services impacted to approximately 18700 services. This number may increase as Telstra assesses the full affect of the extreme weather conditions. Based on current information, the resumption date of normal service operations is expected to be 20 July 2012. 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 are not limited to the area starting at Lancelin on the WA coast head east north east through Danadaragan, Watheroo to Maya. From Maya head east to the Goodlands Nature Reserve then go southeast to Bonnie Rock. From Bonnie Rock head east southeast to Koolyanobbing then south to Marvel Loch then southwest to King Rocks then south east through Holt Rock, Varley and Lake King. From Lake King head west through Newdegate and Lake Grace then south to Pingrup through to Ongerup. From Ongerup go southeast through Gairdner, Bremmer Bay to Hood Point on the West Australian coastline. From Hood Point follow the coastline west past Cape Knob, Cape Richie, Cheyne Beach, Albany, Clifty Head, Augusta, Cape Naturaliste, Busselton, Bunbury, Mandurah, Fremantle, Perth, Two Rocks back to Lancelin. All suburbs and towns including metropolitan Perth, 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 9655 9098
08 6380 1000 To 08 6389 2998	08 9671 1000 To 08 9684 8090
08 9168 8325 To 08 9168 8502	08 9720 1000 To 08 9739 2911
08 9201 0000 To 08 9228 9999	08 9751 1000 To 08 9777 2999
08 9240 1000 To 08 9259 6999	08 9791 1000 To 08 9797 2497
08 9271 0000 To 08 9459 9999	08 9825 8101 To 08 9863 4457
08 9470 1001 To 08 9498 7999	

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 2011*. This means that Telstra is notifying customers that normal service time frames may not be met during the period of **11 June 2012 to 20 July 2012** 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 **20120611-WA-S-C-P-PERTH & REGIONAL WA SOUTH**.

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 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) and in the White Pages® directory.



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