

# CUSTOMER SERVICE ADVICE FROM TELSTRA

## Extreme Weather events impact service in the Perth Metropolitan, Central West, Central Wheat Belt, Lower West, Great Southern, South West, South Coastal, and South East Coastal districts of Western Australia

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 Metropolitan, Central West, Central Wheat Belt, Lower West, Great Southern, South West, South Coastal, and South East Coastal districts of Western Australia on or about Tuesday 7 May 2013 through to Wednesday 8 May 2013.

Due to the effect of damage to the Telstra telecommunications network by heavy rain and hazardous winds, 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). Damaging winds and thunderstorms are referred to in the BOM Severe Weather Warning issued for 6 May 2013 initially at 4:14 PM WST; 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 13,000 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 7 June 2013. 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 Kalbarri on the WA coast. From there the boundary goes northeast to Eurardy and then southwest through Pindar, Kadji Kadji, Lake Moore, and Beacon. The boundary goes east of Bonnie Rock, east southeast to Koolyanobbing, south to Marvel Loch, southwest to King Rocks, and then southeast through Holt Rock and Varley. The boundary then heads east northeast to Lake Tay and Kumarl, Buraminya, and Nanambinia, where it turns south to meet the Southern Ocean at Israelite Bay. The boundary then follows the coast clockwise to return to its origin at Kalbarri, passing Esperance, Albany, Bunbury, Perth, and Geraldton en route. 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 6210 0000 To 08 6258 9999	08 9045 2000 To 08 9045 2999
08 6272 0000 To 08 6279 9999	08 9062 9000 To 08 9065 8999
08 6293 1000 To 08 6332 9999	08 9201 0000 To 08 9499 9999
08 6350 0000 To 08 6350 9999	08 9523 0000 To 08 9538 9999
08 6380 0000 To 08 6389 9999	08 9550 0000 To 08 9599 9999
08 6431 8000 To 08 6436 9999	08 9620 1000 To 08 9693 1999
08 6489 0000 To 08 6498 9999	08 9720 0000 To 08 9797 4999
08 6595 0000 To 08 6595 9999	08 9820 1000 To 08 9894 1999
08 6661 1000 To 08 6661 1999	08 9920 0000 To 08 9938 9999
08 6819 5000 To 08 6819 7999	08 9951 1000 To 08 9973 6999

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 **8 May 2013** to **7 June 2013** 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 **20130508-WA-S-C-P-SOUTH WEST WESTERN AUSTRALIA**. 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](http://www.tio.com.au)) and in the White Pages® telephone directory.



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