

Customer Service Advice from Telstra

Extreme Weather events impact service in Kimberly, Pilbara and North Interior Districts of Western Australia.

As previously notified by Telstra on Friday 14 February 2014, Telstra's normal operations in the Kimberly, Pilbara and North Interior regions of Western Australia were affected by a series of extreme weather events on or about Sunday 9 February 2014 through to Tuesday 11 February 2014. 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 21 March 2014.

Telstra has identified that the effect of these circumstances applies to an additional 230 services bringing the total number of services impacted to approximately 730 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 21 March 2014. 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 not limited to, the area starting at the Western Australia/Northern Territory border in the Joseph Bonaparte Gulf, following the border south to Lake MacDonald. The area then turns west past Lake Disappointment then southwest to Mt Vernon. From Mt Vernon the area heads northwest to Onslow on the West Australian coastline and following the coastline clockwise past Karratha, Port Hedland, Broome and Derby back to the Western Australia/Northern Territory border. 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 9126 8000 **To** 08 9198 8999

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 February 2014 to 21 March 2014** 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 **20140211-WA-S-C-P-NORTHERN 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 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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