

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in the Kimberly, Pilbara and North Interior 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 severe weather events in the Kimberly, Pilbara and North Interior regions of Western Australia on or about Sunday 9 February 2014 through to Tuesday 11 February 2014.

Due to the effect of damage to the Telstra telecommunications network by a tropical low, 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 in the directly affected areas, and across the Pilbara region due to the need to redeploy Telstra staff to the affected areas.

Telstra apologises to any affected customers.

Information as to the nature of these severe weather events can be sourced from Weatherzone at <http://www.weatherzone.com.au/>. Heavy rainfall and flooding across the Kimberly and Pilbara catchment area is detailed within this site for Sunday 9 February 2014 through to Tuesday 11 February 2014; 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 500 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 March 2014. 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 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 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 **11 February 2014** to **7 March 2014** 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 **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 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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