

Customer Service Advice from Telstra

Ongoing Extreme Weather events impact service in Perth, Lower West, Central Wheat Belt, South East Coastal, Great Southern and South West Districts of Western Australia.

As previously notified by Telstra on Wednesday 14 May 2014 and Monday 26 May 2014, Telstra's normal operations in the Perth, Lower West, Central Wheat Belt, South East Coastal, Great Southern and South West Districts of Western Australia have been affected by ongoing extreme weather events on or about Thursday 8 May 2014 continuing to date.

Telstra's telecommunications network in these areas have experienced high levels of damage that has 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 ongoing weather effects, the expected recovery date has now been further extended to 6 July 2014.

Information as to the nature of these severe weather events can be sourced from the Bureau of Meteorology (BOM). Destructive wind, large hailstones and flash flooding are referred to in the BOM Severe Weather Warning issued for 8 May 2014 initially at 5:47 am WST on Thursday 8 May 2014, and 20 May 2014 initially at 7:31 am WST on Tuesday 20 May 2014. All of which were widely reported in the news media after these events.

Telstra has identified that the effect of these circumstances may apply to an additional 7,350 services bringing the total number of potential services impacted to approximately 21,650 services. This number may increase as Telstra assesses the full affect of the ongoing extreme weather conditions.

Based on current information, the resumption date of normal service operations is expected to be 6 July 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 Two Rocks on the WA coast heading northeast to Maya then east to the Goodlands Nature Reserve. The area turns southeast past Bonnie Rock to Koolyanobbing, south to Marvel Loch then southwest to King Rocks. From King Rocks the area heads southeast past Holt Rock to Varley then east to the south eastern corner of the Dundas Nature Reserve. The area then heads south to Cape Pasley and follows the WA coastline west past Esperance to Bremer Bay. From Bremer Bay the area turns northwest past Ongerup and Kojonup to Wilga then south past Northcliffe to Point D'Entrecasteaux. The area then follows the WA coastline northwest past Augusta, Busselton, Bunbury, Mandurah, Fremantle and Perth back to Two Rocks. 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 6210 0000 To 08 6258 9999 08 9061 0000 To 08 9083 2999

08 6272 0000	To	08 6279 9999	08 9201 0000	To	08 9499 9999
08 6293 1000	To	08 6332 9999	08 9523 0000	To	08 9538 9999
08 6350 0000	To	08 6350 9999	08 9550 0000	To	08 9599 9999
08 6380 0000	To	08 6389 9999	08 9620 1000	To	08 9693 1999
08 6431 8000	To	08 6436 9999	08 9720 0000	To	08 9797 4999
08 6489 0000	To	08 6498 9999	08 9820 1000	To	08 9839 9999
08 6595 0000	To	08 6595 9999	08 9853 9000	To	08 9894 1999
08 6661 1000	To	08 6661 1999	08 9951 8000	To	08 9951 8999
08 9040 1000	To	08 9049 9999			

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 2014** to **6 July 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 **20140508-WA-S-C-P-PERTH AND SURROUNDING DISTRICTS**.

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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