

Customer Service Advice from Telstra

Extreme Weather events impact service in South West, South Coastal and parts of the Great Southern Districts of Western Australia.

As previously notified by Telstra on Wednesday 29 October 2014, Telstra's normal operations in the South West, South Coastal and parts of the Great Southern regions of Western Australia were affected by a series of extreme weather events on or about Wednesday 22 October 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 23 November 2014.

Telstra has identified that the effect of these circumstances applies to an additional 100 services bringing the total number of services impacted to approximately 500 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 23 November 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 Point D'Entrecasteaux heading north past Balingup to Lowden. From Lowden the area turns southeast past Noggerup, Kojonup and Gnowangerup to Ongerup. The area heads northeast to King Lake then turns southeast to Powell Pt. From Powell Pt the area follows the WA coastline past Hopetoun, Bremer Bay and Albany back to Point D'Entrecasteaux. 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 6819 5000	To	08 6819 7999	08 9874 4000	To	08 9874 4999
08 9761 0000	To	08 9782 5999	08 9892 0000	To	08 9892 9999
08 9820 4000	To	08 9857 6999			

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 **24 October 2014 to 23 November 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 **20141024-WA-S-C-P-SOUTH WEST AND SOUTH COASTAL 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 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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