

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.

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 South West, South Coastal and parts of the Great Southern regions of Western Australia on or about Wednesday 22 October 2014.

Due to the effect of damage to the Telstra telecommunications network by severe weather, 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). Dangerous winds, large hail, heavy rainfall and localised flash flooding are referred to in the BOM Severe Weather Warning issued for 22 October 2014 initially at 10:40 am WST on Wednesday 22 October 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 400 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 16 November 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 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 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 **24 October 2014 to 16 November 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 **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 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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