

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in Perth and parts of the Lower West District of Western Australia.**

As previously notified by Telstra on Friday 14 November 2014, Telstra's normal operations in Perth and parts of the Lower West regions of Western Australia were affected by a series of extreme weather events on or about Monday 10 November 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 30 November 2014.

Telstra has identified that the effect of these circumstances applies to an additional 2,650 services bringing the total number of services impacted to approximately 7,450 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 30 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 Two Rocks on the WA coast heading southeast past Bullsbrook and Gidgegannup to Chidlow, southwest to Mundaring Weir, then turning southeast to Boddington. From Boddington the area heads southwest past Yarloop to Myalup and then follows the coastline north past 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 0200	To	08 6258 9999	08 6489 0000	To	08 6498 9999
08 6272 0000	To	08 6279 9999	08 6595 0000	To	08 6595 9999
08 6293 1000	To	08 6318 2999	08 9201 0000	To	08 9499 9999
08 6330 0000	To	08 6332 7999	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 9733 0000	To	08 9739 9999
08 6436 0000	To	08 6436 9999	08 9782 6000	To	08 9782 9999

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 **10 November 2014 to 30 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 **20141110-WA-S-C-P-PERTH AND LOWER WEST DISTRICT**.

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](http://www.tio.com.au)) and in the White Pages® directory.

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