

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in Perth and Lower West District and part of the Central Wheat Belt District 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 Perth and Lower West region and part of the Central Wheat Belt region of Western Australia on or about Wednesday 26 November 2014.

Due to the effect of damage to the Telstra telecommunications network by severe thunderstorms and lightning, 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). Damaging wind, large hail and heavy rainfall are referred to in the BOM Severe Weather Warning issued for 26 November 2014 initially at 1:39 pm WST on Wednesday 26 November 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 5,200 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 14 December 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 Two Rocks on the WA coast heading northeast to Maya then east to the Goodlands Nature Reserve. The area turns southeast to Beacon, southwest to Bulyee, head west to Brookton then northwest to The Lakes. The area turns south to Collie, northwest past Harvey to Preston Beach and following the coastline 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 6661 1000	To	08 6661 1999
08 6272 0000	To	08 6279 9999	08 9201 0000	To	08 9499 9999
08 6293 1000	To	08 6318 2999	08 9523 0000	To	08 9538 9999
08 6330 0000	To	08 6332 7999	08 9550 0000	To	08 9599 9999
08 6350 0000	To	08 6350 9999	08 9620 1000	To	08 9693 1999
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
08 6489 0000	To	08 6498 9999	08 9951 8000	To	08 9951 8999

08 6595 0000

To 08 6595 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 **1 December 2014** to **14 December 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 **20141201-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](http://www.tio.com.au)) and in the White Pages® telephone directory.

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