

# Customer Service Advice from Telstra

## **Ongoing Extreme Weather events impact service in Lower West and parts of Central West, South West and Great Southern Districts of Western Australia.**

As previously notified by Telstra on Wednesday 4 February 2015 and Monday 2 March 2015, Telstra's normal operations in the Lower West and parts of Central West, South West and Great Southern Districts of Western Australia have been affected by ongoing extreme weather events on or about Wednesday 28 January 2015 through to Thursday 29 January 2015 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 26 April 2015.

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 28 January 2015, initially at 2:15 pm WST on Wednesday 28 January 2015, 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 9,000 services bringing the total number of potential services impacted to approximately 28,500 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 26 April 2015. 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 Cervantes on the WA coast heading northeast to Gunyidi, south past Moora to Chittering. The area turns southeast past Wundowie to Dale River, east to Corrigin then southeast to Pingrup. From Pingrup the area heads southwest to Cranbrook, northwest to Wilga, southwest to Cundinup and northwest to Peppermint Grove Beach. From here the area then follows the WA coastline north past Bunbury, Mandurah, Fremantle and Perth back to Cervantes. 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 9201 0000	To	08 9499 9999
08 6272 0000	To	08 6279 9999	08 9523 0000	To	08 9538 9999
08 6293 1000	To	08 6318 2999	08 9550 0000	To	08 9599 9999
08 6330 0000	To	08 6332 7999	08 9642 0000	To	08 9655 9999
08 6350 0000	To	08 6350 9999	08 9690 8000	To	08 9690 9999

08 6380 0000	To	08 6389 9999	08 9720 0000	To	08 9739 9999
08 6436 0000	To	08 6436 9999	08 9767 2000	To	08 9767 2999
08 6489 0000	To	08 6498 9999	08 9780 0000	To	08 9797 4999
08 6595 0000	To	08 6595 9999	08 9820 1000	To	08 9834 3999
08 9065 7000	To	08 9065 8999	08 9853 9000	To	08 9891 1999

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 **30 January 2015** to **26 April 2015** 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 **20150130-WA-E-C-P-PERTH AND SURROUNDING AREAS**.

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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