

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in Lower West and parts of Central West, South West and 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 Lower West and parts of Central West, South West and Great Southern Districts of Western Australia on or about Wednesday 28 January 2015 through to Thursday 29 January 2015.

Due to the effect of damage to the Telstra telecommunications network by severe thunderstorms, 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 winds, large hailstones, heavy rainfall 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 the events.

Telstra has identified that the effect of these circumstances may apply to approximately 10,400 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 1 March 2015. 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 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	<b>To</b>	08 6258 9999	08 9201 0000	<b>To</b>	08 9499 9999
08 6272 0000	<b>To</b>	08 6279 9999	08 9523 0000	<b>To</b>	08 9538 9999
08 6293 1000	<b>To</b>	08 6318 2999	08 9550 0000	<b>To</b>	08 9599 9999
08 6330 0000	<b>To</b>	08 6332 7999	08 9642 0000	<b>To</b>	08 9655 9999
08 6350 0000	<b>To</b>	08 6350 9999	08 9690 8000	<b>To</b>	08 9690 9999
08 6380 0000	<b>To</b>	08 6389 9999	08 9720 0000	<b>To</b>	08 9739 9999
08 6436 0000	<b>To</b>	08 6436 9999	08 9767 2000	<b>To</b>	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 **1 March 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.

® Registered Trade Mark of Telstra Corporation Limited.