

Customer Service Advice from Telstra

Extreme Weather events impact service in Central West District of Western Australia.

As previously notified by Telstra on Thursday 5 February 2015, Telstra's normal operations in the Central West District of Western Australia were affected by a series of extreme weather events on or about Sunday 31 January 2015 through to Monday 2 February 2015. 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 22 March 2015.

Telstra has identified that the effect of these circumstances applies to an additional 200 services bringing the total number of services impacted to approximately 500 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 22 March 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 is not limited to the area starting at Denham on the WA coastline heading southeast past Meadow, Yuna and Perenjori to Maya. The area then turns southwest past Marchagee and Moora to Lancelin. From Lancelin follow the WA coast north past Jurien Bay, Green Head, Coolimba, Port Denison and Geraldton back to Coronation Beach. 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 9652 0000	To	08 9653 8999	08 9951 1000	To	08 9973 6999
08 9920 0000	To	08 9938 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 **2 February 2015 to 22 March 2015** 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 **20150202-WA-S-C-P-GERALDTON AND CENTRAL WEST**.

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) and in the White Pages® directory.

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