

# Customer Service Advice from Telstra

## **Extreme Weather events impact service in Pilbara, Gascoyne and Central West Districts of Western Australia.**

As previously notified by Telstra on Thursday 19 March 2015, Telstra's normal operations in the Pilbara, Gascoyne and Central West Districts of Western Australia were affected by a series of extreme weather events on or about Wednesday 11 March 2015 through to Saturday 14 March 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 3 May 2015.

Telstra has identified that the effect of these circumstances applies to an additional 400 services bringing the total number of services impacted to approximately 950 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 3 May 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 Whim Creek and following the coastline southwest past Karratha, Exmouth, Carnarvon and Geraldton to Lancelin. From Lancelin the area heads northeast to Paynes Find and northwest to Toolonga. The area then turns north to Kennedy Range, east to Gibson Desert Nature Reserve and then northwest past Nullagine back to Whim Creek. 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 9126 8000 | To | 08 9159 9999 | 08 9652 0000 | To | 08 9653 8999 |
| 08 9174 5000 | To | 08 9198 8999 | 08 9920 0000 | To | 08 9973 6999 |

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 **16 March 2015** to **3 May 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 **20150316-WA-S-C-P-CYCLONE OLWYN**.

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.

® Registered Trade Mark of Telstra Corporation Limited.