

# Customer Service Advice from Telstra

## **Severe Weather events impact service in parts of the Central Wheat Belt and Great Southern Districts of Western Australia.**

As previously notified by Telstra on Friday 20 November 2015, Telstra's normal operations in parts of the Central Wheat Belt and Great Southern Districts of Western Australia were affected by a series of severe weather events on or about Saturday 14 November 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 20 December 2015.

Telstra has identified that the effect of these circumstances applies to an additional 150 services bringing the total number of services impacted to approximately 650 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 20 December 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 Maya heading east to the Goodlands Nature Reserve, southeast to Beacon, southwest to Bulyee, then southeast to Newdegate. From Newdegate the area turns southwest to Ongerup, west to Mobrup then northwest to Quindanning. The area continues northwest past Morangup to Marchagee then northeast back to Maya. All suburbs and towns 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 9573 1000	To	08 9574 9999	08 9820 7000	To	08 9832 3999
08 9621 0000	To	08 9654 6999	08 9853 9000	To	08 9862 9999
08 9671 1000	To	08 9692 1999	08 9881 0000	To	08 9891 1999

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 **18 November 2015 to 20 December 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 **20151118-WA-S-C-P-SOUTHERN WA**.

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.

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