

# Customer Service Advice from Telstra

## **Severe Weather events impact service in parts of the Lower West, South West, Central Wheat Belt, Great Southern and South Coastal 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 severe weather events in parts of the Lower West, South West, Central Wheat Belt, Great Southern and South Coastal Districts of Western Australia on or about Saturday 14 November 2015.

Due to the effect of damage to the Telstra telecommunications network by lightning storms, 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 Weatherzone at [www.weatherzone.com.au](http://www.weatherzone.com.au). Lightning across the aforementioned districts is detailed within this site for Saturday 14 November 2015; all of which were reported in the news media after the events.

Telstra has identified that the effect of these circumstances may apply to approximately 500 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 severe weather conditions. Based on current information, the resumption date of Telstra's normal service operations is expected to be 6 December 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 Hood Pt following the West Australian coastline clockwise past Cape Knob, Albany and Clifty Head to Cape Beaufort. The area then heads northeast past Nannup to Noggerup, northwest to Allanson then north past Dwellingup and Bindoon to Marchagee. From Marchagee the area turns northeast to Maya, east to the Goodlands Nature Reserve and southeast to Gabbin then south to Bulyee. The area then heads southeast to Lake Magenta, southwest to Ongerup then southeast back to Hood Pt on the West Australian coastline. 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 6819 5000	To	08 6819 7999	08 9764 1000	To	08 9782 5999
08 9573 1000	To	08 9574 9999	08 9820 7000	To	08 9862 9999
08 9621 0000	To	08 9654 6999	08 9881 0000	To	08 9892 9999
08 9671 1000	To	08 9692 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 **18 November 2015** to **6 December 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 **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 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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