

Customer Service Advice from Telstra

Severe Weather events impact service in Perth and part of the Lower West District 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 Perth and part of the surrounding Lower West District of Western Australia on or about Saturday 21 May 2016 through to Monday 23 May 2016.

Due to the effect of damage to the Telstra telecommunications network by severe 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 the Early Warning Network at <http://www.ewn.com.au/alerts/>. Damaging winds and heavy rainfall are referred to within this site for Saturday 21 May 2016 through to Monday 23 May 2016; 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 3,350 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 12 June 2016. This date is indicative only, however, and may be subject to change once the full impact of the severe 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 Ocean Reef on the WA coast heading east to Jandabup, northeast to Bullsbrook Nature Reserve, southeast to Wooroloo then southwest past Chidlow to Pickering Brook. From Pickering Brook the area heads south to Ashendon, southwest to Serpentine, northwest to Baldivis then south past Keralup to Nirimba. The area turns west to Dawesville and then follows the coastline north past Mandurah, Fremantle and Perth back to Ocean Reef. 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	To	08 6228 7999	08 6498 9000	To	08 6498 9999
08 6240 0000	To	08 6258 9999	08 6595 2000	To	08 6595 8999
08 6272 1500	To	08 6279 9999	08 9201 0000	To	08 9499 9999
08 6293 1000	To	08 6310 9899	08 9525 0000	To	08 9526 4999
08 6330 1100	To	08 6332 7999	08 9550 6000	To	08 9550 6999
08 6350 0000	To	08 6350 9999	08 9570 1000	To	08 9578 3999
08 6380 7200	To	08 6389 4599			

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 **23 May 2016** to **12 June 2016** 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 **20160523-WA-S-C-P-PERTH AND SURROUNDING AREA**.

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) and in the White Pages® telephone directory.

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