

# Customer Service Advice from Telstra.

## **Severe Weather events impact service in the Lower West District and parts of the South West District, Central Wheat Belt District and Central West District of Western Australia.**

As previously notified by Telstra on Wednesday 15 February 2017, Telstra's normal operations in the Lower West District and parts of the South West District, Central Wheat Belt District and Central West District of Western Australia were affected by a series of severe weather events on or about Friday 10 February 2017. 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 26 March 2017.

Telstra has identified that the effect of these circumstances applies to an additional 3,890 services bringing the total number of services impacted to approximately 13,430. This number may increase as Telstra assesses the full effect of the severe weather conditions. Based on current information, the resumption date of normal service operations is expected to be 26 March 2017. 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 are not limited to the area starting at Lancelin, following the coastline south to Fremantle via Two Rocks. From Fremantle, the area continues south along the coastline to Eagle Bay. From Eagle Bay, the area continues south to Gracetown before turning north east to Bowelling via Chapman Hill. From Bowelling, the area continues east to Darkan and then heads north to Westdale before turning north east to Balkuling. From Balkuling the area continues north east to Tammin. From Tammin, the area continues north to Cleary before heading west to Watheroo and continuing to Cervantes. From Cervantes, the area follows the coastline south back to Lancelin. All suburbs and towns, coastal areas and offshore islands 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 6229 6999	08 6661 1000	To	08 6661 1999
08 6240 0000	To	08 6258 9999	08 9201 0000	To	08 9499 9999
08 6272 0000	To	08 6279 9999	08 9525 0000	To	08 9526 4999
08 6293 1000	To	08 6318 2999	08 9550 6000	To	08 9550 6999
08 6330 0000	To	08 6332 7999	08 9561 1000	To	08 9578 3999
08 6350 0000	To	08 6350 9999	08 9620 1000	To	08 9693 1999
08 6380 0000	To	08 6389 9999	08 9720 0000	To	08 9735 9999
08 6436 0800	To	08 6436 5999	08 9746 3000	To	08 9759 1999
08 6489 0000	To	08 6498 9999	08 9780 0000	To	08 9797 4999
08 6595 0000	To	08 6595 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 **10 February 2017 to 26 March 2017** 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 20170210-WA-S-C-P-PERTH AND SURROUNDING DISTRICTS.

Copies of this notice are available on our Internet site at <http://www.telstra.com.au/consumer-advice/customer-service/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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