

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.

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 the **Lower West District and parts of the South West District, Central Wheat Belt District and Central West District of Western Australia** on or about Friday 10 February 2017.

Due to the effect of damage to the Telstra telecommunications network by heavy rainfall and flash flooding, 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/>. Heavy rainfall and flash flooding are referred to within this site for Friday 10 February 2017; 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 9,540 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 March 2017. 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 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 turns south east to Qualeup. From Qualeup, the area turns east to Jackitup and north to Jitarning via Lake Grace. From Jitarning the area continues north to Quairading and 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 6258 9999	08 9065 7000	To	08 9065 8999
08 6272 0000	To	08 6279 9999	08 9201 0000	To	08 9499 9999
08 6293 1000	To	08 6318 2999	08 9523 0000	To	08 9538 9999
08 6330 0000	To	08 6332 7999	08 9550 0000	To	08 9599 9999
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 9759 1999

08 6436 0000	To	08 6436 9999	08 9780 0000	To	08 9797 4999
08 6489 0000	To	08 6498 9999	08 9820 1000	To	08 9834 3999
08 6595 0000	To	08 6595 9999	08 9853 9000	To	08 9891 1999
08 6661 1000	To	08 6661 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 **10 February 2017 to 12 March 2017** 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 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 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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