

Customer Service Advice from Telstra

Delay due to extreme weather events in parts of the Pilbara and Kimberly Districts of Western Australia.

Parts of the Pilbara and Kimberly Districts of Western Australia were impacted by extreme weather caused by Tropical Cyclone Joyce on or about Thursday 11 January 2018 through to Saturday 13 January 2018.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 200 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Walcott Inlet heading southwest to the northeast corner of the King Leopold Ranges Conservation Park. The area turns south to Fitzroy Crossing, southwest to the Karlamilyi National Park then northwest past the Mungaroona Range Nature Reserve to Millstream. From Millstream the area heads north to the WA coastline and follows the coastline northeast past Port Hedland, Broome and Derby back to Walcott Inlet. All suburbs and towns, off shore islands and coastal areas serviced by Telstra within these boundaries are encompassed in this exemption.

How will this affect you?

Unfortunately your service may be affected and we may take longer than normal to fix telephone services or complete connections. Services in the area mentioned above with phone numbers in the following number ranges may have been affected:

08 9138 2000 **To** 08 9180 2999 08 9191 0000 **To** 08 9195 5999

We anticipate that the majority of services will be restored by 4 February 2018. We're sorry for any inconvenience this delay may cause but we can assure you we are working hard to get things back on track.

What else do you need to know?

Information as to the nature of these extremes weather events can be sourced from the Bureau of Meteorology (BOM). Heavy rainfall and very destructive winds are referred to in the BOM Severe Weather Warning issued for 11 January 2018 initially at 11:51 am WST on Thursday 11 January 2018, reference number IDW24100; all of which were widely reported in the news media after the events.

Due to this event, we're claiming an exemption under section 21 of the *Telecommunications (Customer Service Guarantee) Standard 2011*, including an exemption from the payment of compensation between **11 January 2018 to 4 February 2018** inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities in the impacted area.

Need more information?

For any questions about your service, the CSG exemption or to ask us to reconsider whether the circumstances are a proper basis for claiming the exemption, please call anytime on 132203* for service difficulties and faults or 132200* for sales, installations and billing. When calling please quote reference number **20180111-WA-S-C-P-TROPICAL CYCLONE JOYCE**. If our response doesn't satisfy you, then you may wish to contact the Telecommunications Industry Ombudsman (TIO).

Further information and 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 the Telstra number mentioned above.
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