

Customer Service Advice from Telstra

Delay due to severe weather in Perth and surrounding Lower West District of Western Australia.

As previously notified by Telstra on Friday 19 January 2018, the city of Perth and part of the surrounding Lower West District of Western Australia was impacted by severe weather caused by Ex-Tropical Cyclone Joyce on or about Monday 15 January 2018 through to Tuesday 16 January 2018. This event resulted in extensive damage to Telstra's telecommunications network. 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 18 February 2018.

The effect of these circumstances applies to an additional 2,450 services bringing the total number of services impacted to approximately 5,800 services. 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 18 February 2018. This date is indicative only; Telstra customers should anticipate that some further delays may occur.

Telstra services encompassed in this exemption are in the area bounded by and including, but are not limited to the area starting at Two Rocks on the WA coast heading east to Chittering, southeast to Clackline, and southwest to Canning Mills then west to Gosnells. From Gosnells the area turns southwest past Hopeland and West Coolup to Preston Beach and then follows the coastline north past Mandurah, Fremantle and Perth back to Two Rocks. All suburbs and towns including metropolitan Perth, 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 6192 4000	To	08 6192 4999	08 6436 1200	To	08 6436 7999
08 6210 0000	To	08 6279 5999	08 6489 1300	To	08 6498 9999
08 6293 0000	To	08 6332 9999	08 6595 4000	To	08 6595 8699
08 6350 0000	To	08 6350 9999	08 9201 6100	To	08 9501 8999
08 6380 1900	To	08 6389 9999	08 9519 0000	To	08 9537 9999
08 6400 1000	To	08 6401 9999	08 9553 0000	To	08 9594 2999

We anticipate that the majority of services will be restored by 18 February 2018. This date is indicative only; Telstra customers should anticipate that some further delays may occur.

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 the severe weather events, which included heavy rainfall and flash flooding which occurred in the affected regions can be sourced from the Bureau of Meteorology (BOM). The BOM issued Severe Weather Warnings regarding these events commencing from on or about Monday 15 January 2018 through to Tuesday 16 January

2018. Additionally these unusually severe weather events have been widely reported by most of the news media.

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 **15 January 2018** to **18 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 **20180116-WA-S-C-P-PERTH AND SURROUNDING DISTRICT**. 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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