

Customer Service Advice from Telstra

Delay due to severe weather events in the Kimberley and parts of the Pilbara and Northern Interior areas of Western Australia.

The Kimberley and parts of the Pilbara and Northern Interior areas of Western Australia were impacted by severe weather on or about Thursday 15 February 2018 through to Sunday 18 February 2018.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 150 of Telstra services in the area bounded by and including, but not limited to, the area starting at the Joseph Bonaparte Gulf on the Western Australia/Northern Territory border, following the border south to Lake White and then heads west to Telfer. From Telfer the area heads northwest to Cape Jaubert, from Cape Jaubert it continues along the coastline northeast past Broome and Derby back to the Joseph Bonaparte Gulf on the Western Australia/Northern Territory border. This exemption excludes the townships of Kununurra and Derby, all other 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 9134 0000	To	08 9138 7999	08 9191 1000	To	08 9195 5999
08 9158 3000	To	08 9171 9999			

We anticipate that the majority of services will be restored by 18 March 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 severe weather events can be sourced from the Bureau of Meteorology (BOM). Heavy rainfall and significant flooding are referred to in the BOM Severe Weather Warning issued for 15 February 2018 initially at 10:29am and 10:31am Thursday 15 February 2018, reference numbers IDW39880 and IDW39875; 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 **19 February 2018 to 18 March 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 **20180219-WA-S-C-P-**

KIMBERLEY 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.

® Registered Trade Mark of Telstra Corporation Limited.