

Customer Service Advice from Telstra

Delay due to severe weather in Greater Metropolitan Perth in Western Australia

Greater Metropolitan Perth in Western Australia was impacted by severe weather on or about Saturday 21 April 2018 through to Sunday 22 April 2018. This event resulted in extensive damage to Telstra's telecommunications network.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 1,530 of Telstra services in the area bounded by and including, but not limited to, the area starting at Freemantle following the coastline along Inner Harbour, before continuing along the Swan River shoreline northeast past Point Walter Golf Course to Heathcote Reserve then turning southeast to Bateman Park. From Bateman Park, the area moves inland heading east to Maddington, northeast to Red Hill, before turning southwest to Beechboro. At Beechboro, the area travels northwest past Balga to Duncraig and north to Craigie. At Craigie, the area travels northeast past Gnangara to Twin Swamps Nature Reserve turning northwest to Bambun, southeast to Julimar then southwest past Bakers Hill to Gilgering. At Gilgering, the area travels southwest to Youraling State Forest, northwest past Serpentine to Hillman, northwest to Kwinana Beach Jetty. From Kwinana Beach Jetty, the area continues north along the coastline back to Freemantle. 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 6174 8000	To	08 6174 8999	08 6595 7000	To	08 6595 9899
08 6192 4000	To	08 6192 4999	08 9206 4000	To	08 9267 5599
08 6210 0200	To	08 6218 5999	08 9287 0000	To	08 9319 9999
08 6228 7000	To	08 6228 7999	08 9331 0000	To	08 9373 8999
08 6240 4000	To	08 6258 9899	08 9390 0000	To	08 9472 2599
08 6272 8100	To	08 6272 8399	08 9490 0000	To	08 9501 8999
08 6293 0000	To	08 6310 3999	08 9519 0000	To	08 9526 9999
08 6332 0000	To	08 6332 6999	08 9550 6000	To	08 9550 6999
08 6350 0000	To	08 6350 9999	08 9561 0000	To	08 9578 5999
08 6400 2000	To	08 6401 8999	08 9593 0100	To	08 9594 1199
08 6436 2500	To	08 6436 2599			

We anticipate that the majority of services will be restored by 13 May 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 Early Warning Network at <http://www.ewn.com.au/alerts/>. Frequent cloud-to-ground lightning are referred to within this site for Saturday 21 April 2018 through to Sunday 22 April 2018; all of which were 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 **26 April 2018** to **13 May 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 **20180426-WA-S-C-P-PERTH AND SURROUNDING DISTRICTS**. 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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