

# Customer Service Advice from Telstra

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

Perth and the surrounding Lower West District of Western Australia was impacted by severe weather on or about Thursday 24 May 2018 through to Friday 25 May 2018.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 3,500 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Ocean Reef on the WA coast heading northeast past Muchea to Chittering, southeast to Wundowie then southwest past Canning Mills to Bedforddale. From Bedforddale the area heads south to Myara, southeast to Yarloop, west to Preston Beach and following the coastline north past Mandurah, Fremantle and Perth back to Ocean Reef. 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 6210 0600	To	08 6258 3999	08 6455 0000	To	08 6489 2999
08 6272 0000	To	08 6279 5999	08 9201 0000	To	08 9501 8999
08 6293 1700	To	08 6296 9999	08 9519 0000	To	08 9535 8699
08 6310 0100	To	08 6332 9999	08 9550 5000	To	08 9557 4999
08 6350 3000	To	08 6350 9399	08 9570 0000	To	08 9594 2999
08 6380 0000	To	08 6389 7999	08 9733 4000	To	08 9739 9999
08 6400 3000	To	08 6400 3999	08 9782 6000	To	08 9782 8999
08 6436 0800	To	08 6436 7999			

We anticipate that the majority of services will be restored by 17 June 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). Destructive winds and heavy rainfall are referred to in the BOM Severe Weather Warning issued for 24 May 2018 initially at 10:44 am Thursday, 24 May 2018, reference number IDW21037; 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 **25 May 2018 to 17 June 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 **20180525-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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