

Customer Service Advice from Telstra

Delay due to severe weather events in the South West District and parts of the Great Southern District of Western Australia.

The South West District and parts of the Great Southern 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 550 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Preston Beach on the WA coast heading east to Quindanning, north to North Bannister, and northeast to Mount Stirling then southeast to Walyurin. From Walyurin the area turns southwest to Lake Toolbrunup, west to Moberup then southwest past the Unicup Nature Reserve to Point D'Entrecasteaux. The area follows the WA coastline northwest past Augusta, Busselton and Bunbury back to Preston Beach. 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 6820 6000	To	08 6820 6999	08 9720 0000	To	08 9796 9999
08 9065 7000	To	08 9065 9999	08 9820 1000	To	08 9835 6099
08 9168 8300	To	08 9172 3099	08 9848 9000	To	08 9865 3099
08 9577 1100	To	08 9577 2799	08 9880 4000	To	08 9893 0999
08 9642 0000	To	08 9646 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-SOUTHERN WA**. 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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