

# Customer Service Advice from Telstra

## **Delay due to severe weather events in the South Coastal District of Western Australia.**

The South Coastal District of Western Australia was impacted by severe weather on or about Tuesday 5 June 2018.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 200 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Point D'Entrecasteaux heading northeast to Tonebridge, east to Cranbrook then north to Broomehill Village. From Broomehill Village the area heads east to Ongerup, southeast to Bremer Bay and follows the WA coastline westerly past Albany back to Point D'Entrecasteaux. 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 6819 0000	To	08 6820 4999	08 9892 0000	To	08 9892 9999
08 9827 4000	To	08 9857 7999			

We anticipate that the majority of services will be restored by 1 July 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). Damaging winds are referred to in the BOM Severe Weather Warning issued for 5 June 2018 initially at 4:14 am Tuesday, 5 June 2018, reference number IDW21038; 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 **6 June 2018** to **1 July 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 **20180606-WA-S-C-P-SOUTH COASTAL 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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