

Customer Service Advice from Telstra

Delay due to extreme weather events in the Pilbara District of Western Australia.

The Pilbara District of Western Australia was impacted by extreme weather caused by Tropical Cyclone Veronica on or about Friday 22 March 2019 through to Tuesday 26 March 2019.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 250 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Sandfire Roadhouse heading southeast to Lake Dora, south to Lake Disappointment then southwest to Capricorn. From Capricorn the area turns west to West Lyons River, northwest to Onslow and follows the coastline northeast back to the Sandfire Roadhouse. 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 9126 8000 **To** 08 9160 9999 08 9172 0000 **To** 08 9198 8999

We anticipate that the majority of services will be restored by 21 April 2019. 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 extreme weather events can be sourced from the Bureau of Meteorology (BOM). Heavy rainfall and destructive winds are referred to in the BOM Severe Weather Warning issued for 22 March 2019 initially at 2:51 am WST on Friday 22 March 2019, reference number IDW24100; 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 March 2019 to 21 April 2019** 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 **20190325-WA-S-C-P-TROPICAL CYCLONE VERONICA**. 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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