

Customer Service Advice from Telstra

Delay due extreme weather events in the Pilbara and Kimberley Districts and part of the Gascoyne District of Western Australia.

As previously notified by Telstra on Friday 14 February 2020, the Pilbara and Kimberley Districts and part of the Gascoyne District of Western Australia were impacted by extreme weather caused by Tropical Cyclone Damien on or about Thursday 6 February 2020 through to Monday 10 February 2020. This event resulted in extensive damage to Telstra's telecommunications network. Due to the extent of damage to the Telstra network, the impact in the affected region has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has now been extended to 13 April 2020.

The effect of these circumstances applies to an additional 100 services bringing the total number of services impacted to approximately 300 services. This number may increase as Telstra assesses the full effect of the extreme weather conditions. Based on current information, the resumption date of normal service operations is expected to be 13 April 2020. This date is indicative only; Telstra customers should anticipate that some further delays may occur.

Telstra services encompassed in this exemption are in the area bounded by and including, but are not limited to the area starting at Onslow and following the WA coastline northeast past Karratha and Broome to the WA/NT border and turns south and continues following the border to Lake Mackay. The area heads southwest past Warburton to Cue then northwest back to Onslow. 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 9198 8999	08 9980 1000	To	08 9983 9999
08 9956 7000	To	08 9956 7599			

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 the extreme weather events, which included heavy rainfall and destructive winds which occurred in the affected regions can be sourced from the Bureau of Meteorology (BOM). The BOM issued Severe Weather Warnings regarding these events commencing from on or about Thursday 6 February 2020 through to Monday 10 February 2020. Additionally these unusually severe weather events have been widely reported by most of the news media.

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 **10 February 2020** to **13 April 2020** 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 **20200210-WA-S-C-P-TROPICAL CYCLONE DAMIEN**. 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.

® Registered Trade Mark of Telstra Corporation Limited.