

# Customer Service Advice from Telstra

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

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.

As a result, 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 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 anticipate that the majority of services will be restored by 15 March 2020. 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 6 February 2020 initially at 3:01 pm WST on Thursday 6 February 2020, 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 **10 February 2020 to 15 March 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.  
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