

# Customer Service Advice from Telstra

## **Delay due to staff redeployment in Perth and surrounding Lower West District of Western Australia.**

The Sydney Metropolitan, Hunter, Illawarra, Mid North Coast, Northern Rivers, Northern Tablelands and South Coast Districts of New South Wales were impacted by extreme weather on or about Friday 7 February 2020 through to Monday 10 February 2020. This event resulted in extensive damage to Telstra's telecommunications network. Due to the extent and severity of these ongoing extreme weather events, Telstra is redeploying a large number of staff from across Australia to the affected regions.

The effect of these circumstances has meant that there are delays to normal installation and repair activities in Perth and the surrounding Lower West District of Western Australia, as staff from this region are redeployed.

### **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 6174 6000	To	08 6174 9999	08 6455 0000	To	08 6498 9999
08 6192 4000	To	08 6192 4999	08 6595 0000	To	08 6595 9999
08 6210 0000	To	08 6279 9999	08 9201 0000	To	08 9501 8999
08 6293 0000	To	08 6332 9999	08 9519 0000	To	08 9599 9999
08 6350 0000	To	08 6350 9999	08 9650 0000	To	08 9655 6999
08 6380 0000	To	08 6389 9999	08 9721 1700	To	08 9721 7599
08 6400 1000	To	08 6401 9999	08 9732 2100	To	08 9739 9999
08 6436 0000	To	08 6436 9999	08 9782 6000	To	08 9782 9999

We anticipate that the majority of services will be restored by 5 April 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 the severe weather events, which included torrential rainfall and damaging 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 Friday 7 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 **26 February 2020 to 5 April 2020** inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities.

As many as 5,000 Telstra services may be affected by these circumstances in the area bounded by and including, but not limited to, the area starting at Lancelin Beach on the WA coast heading southeast past Cowalla to Boonanarring, east to Bindoon Training Area then south to Monndyne. From Moondyne the area turns southeast to Bakers Hill, south

to Woottating, southeast to Mount Observation, and southwest to Ashendon then south to Inglehope. The area heads southwest to Harvey, west to the coastline and follows the coastline north past Mandurah and Perth back to Lancelin Beach. All suburbs and towns including Metropolitan Perth, off shore islands and coastal areas serviced by Telstra within these boundaries are encompassed in this exemption.

### **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 **20200226-WA-S-C-P-PERTH AND SURROUNDING 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://telstra.com.au/abouttelstra/commitments/mass-service-disruption/> or you may request a copy by calling the Telstra number mentioned above.

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