

Customer Service Advice from Telstra

Delay due to COVID-19 pandemic in the Kimberley, Pilbara, Gascoyne, Mid West, Goldfields-Esperance, Wheatbelt, Great Southern, South West and parts of the Perth-Peel zones of Western Australia.

As a result of COVID-19 restrictions on our teams and partners in Australia and around the globe we are currently experiencing delays to our customer service.

This includes the time it takes to get through to our customer service teams, as well as our ability to install, connect or fix issues in a timely way.

We understand that connectivity at this time is more important than ever and we are working to improve the situation as quickly as possible.

How will this affect you?

We are prioritising our customer service activities toward maintaining critical services and keeping vulnerable customers connected.

As we may take longer than normal to fix service issues or complete new connections, you may need to rely on a mobile phone rather than a landline until we fix or connect your landline service.

We understand how frustrating this is. We're doing everything we can to find alternative solutions that get, and keep, customers' landlines connected while making sure that the health of our people and the community is not put at risk.

These are highly unusual circumstances. We do not know when this will end or how long it will be until we're back to operating normally and we thank our customers for their patience as we work through this challenging period.

Customer Service Guarantee

As these circumstances are outside of our control, we are not required to connect services and fix faults within the Customer Service Guarantee timeframes as is available to us under section 21 of the Telecommunications (Customer Service Guarantee) Standard 2011.

As many as 3,200 Telstra landline services could be impacted in the area bounded by and including, but not limited to, the area starting at Wadeye in the Northern Territory, with the area heading southeast to Timber Creek, then southwest past Tanami and Kintore to Kaltukatjara. At Kaltukatjara, the area turns south following the NT/WA border to the SA/WA border and continues south to Eucla. At Eucla the area follows the coastline southwest past Esperance to Albany. At Albany the area follows the coastline northwest past Margaret River and Bunbury to Preston Beach. At Preston Beach the area turns inland and tracks southeast to Cookernup, northeast to Wuraming, north to Mount Cooke and northwest to Reservoir. At Reservoir the area turns northeast past The Lakes to Wundowie, northwest past Moondyne and Bindoon to Ginginup, west to Neergabby then northwest to Lancelin. At Lancelin, the area follows the WA coastline north past Geraldton, Exmouth, Broome and crosses the WA/NT border returning to Wadeye. All suburbs and towns and off shore islands and coastal areas serviced by Telstra within these boundaries are encompassed in this exemption.

Services in the area mentioned above with phone numbers in the following number ranges may be affected:

08 6661 1000	To	08 6661 1999	08 9574 0000	To	08 9578 2999
08 6819 0000	To	08 6820 9999	08 9620 0000	To	08 9693 1999
08 8952 5500	To	08 8964 9999	08 9720 0000	To	08 9797 9999
08 8993 0000	To	08 8993 9999	08 9820 0000	To	08 9894 1999
08 9020 8000	To	08 9093 9999	08 9920 0000	To	08 9983 9999
08 9126 8000	To	08 9198 8999	08 9996 7000	To	08 9996 8999

Need more information?

If you have questions about this exemption or want us to reconsider if 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 **20200330-WA-S-F-P-WESTERN AUSTRALIA**. If our response doesn't satisfy you, you can contact the Telecommunications Industry Ombudsman (TIO).

Our call centres have significant wait times at the moment, and we are prioritising Medical Priority Assist, service faults and high-risk cases. If your call is not urgent, please try one of the many self-service tools available on telstra.com.au, the Telstra 24x7 and My Telstra apps, or find answers in our Crowd Support community.

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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