

# Customer Service Advice from Telstra

## **Delay due to extreme weather events in the Central West District and parts of the Central Wheat Belt and Lower West Districts of Western Australia.**

As previously notified by Telstra on Monday 17 May 2021, the Central West District and parts of the Central Wheat Belt and Lower West Districts of Western Australia were impacted by extreme weather caused by Ex-Tropical Cyclone Seroja on or about Sunday 11 April 2021 through to Monday 12 April 2021. 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 20 June 2021.

The effect of these circumstances applies to an additional 100 services bringing the total number of services impacted to approximately 1,050 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 20 June 2021. 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 Kalbarri on the WA coastline heading northeast to Nerren Nerren, southeast to Rothsay then south to Jibberding. From Jibberding the area turns southwest to Bindoon, northwest to Nilgen, west to the WA coastline and following the coastline north past Geraldton back to Kalbarri. All suburbs and towns, off shore islands and coastal areas serviced by Telstra within these boundaries are encompassed.

### **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 9575 4000	To	08 9575 4999	08 9920 0000	To	08 9973 7999
08 9650 5000	To	08 9664 5999	08 9996 7000	To	08 9996 8999
08 9688 5000	To	08 9690 9999			

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 destructive winds, heavy rainfall and flash flooding 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 Sunday 11 April 2021 through to Monday 12 April 2021. 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 **13 April 2021 to 20 June 2021** 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 **20210413-WA-S-C-P-EX TROPICAL CYCLONE SEROJA**. 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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