

# Customer Service Advice from Telstra

## **Delay due to severe weather events in the Lower West and South West Districts and parts of the Central Wheat Belt and Great Southern Districts of Western Australia.**

The Lower West and South West Districts and parts of the Central Wheat Belt and Great Southern Districts of Western Australia were impacted by severe weather on or about Monday 1 August 2022 through to Thursday 4 August 2022.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 550 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Two Rocks Beach on the WA coast heading east to Chittering, north to Marchagee, northeast to Maya then southeast to Tampu. From Tampu the area turns south to Wamenusking, southwest to Boddington, southeast to Moberup and southwest to Broke. The area follows the coastline past Bunbury and Perth back to Two Rocks Beach. All suburbs and towns including metropolitan Perth, offshore 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 6174 6000	To	08 6174 9999	08 6595 0000	To	08 6595 9999
08 6192 4000	To	08 6192 4999	08 6661 1000	To	08 6661 1999
08 6210 0000	To	08 6279 9999	08 9168 8300	To	08 9168 8599
08 6293 0000	To	08 6332 9999	08 9201 0000	To	08 9501 8999
08 6350 0000	To	08 6350 9999	08 9519 0000	To	08 9599 9999
08 6380 0000	To	08 6389 9999	08 9620 0000	To	08 9693 1999
08 6400 1000	To	08 6401 9999	08 9720 0000	To	08 9797 9999
08 6436 0000	To	08 6436 9999	08 9863 4100	To	08 9863 4499
08 6455 0000	To	08 6498 9999			

We anticipate that the majority of services will be restored by 4 September 2022. 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 severe weather events can be sourced from the Bureau of Meteorology (BOM). Damaging winds and heavy rainfall are referred to in the BOM Severe Weather Warning issued for 1 August 2022 initially at 4:48 pm Monday, 1 August 2022, reference number IDW21037; 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 **2 August 2022 to 4 September 2022** 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 **20220802-WA-S-C-P-PERTH AND SURROUNDING DISTRICTS**. 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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