

Customer Service Advice from Telstra

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

As previously notified by Telstra on Wednesday 10 March 2021, parts of the Central Wheat Belt, Great Southern and Lower West Districts of Western Australia were impacted by severe weather on or about Monday 1 March 2021 through to Thursday 4 March 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 18 April 2021.

The effect of these circumstances applies to an additional 100 services bringing the total number of services impacted to approximately 700 services. This number may increase as Telstra assesses the full effect of the severe weather conditions. Based on current information, the resumption date of normal service operations is expected to be 18 April 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 the North Karlgarin Nature Reserve heading southwest to Jilakin, south to Lake Grace then southeast to Needilup. From Needilup the area turns southwest to Tenterden, west to Mordalup, northwest to Quindanning then north to North Bannister. The area heads northeast to Adamsvale then southeast back to the North Karlgarin Nature Reserve. All suburbs and towns 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 6820 6000	To	08 6820 6999	08 9736 0000	To	08 9736 3999
08 9062 7000	To	08 9065 9999	08 9820 0000	To	08 9835 6099
08 9642 0000	To	08 9642 8999	08 9848 9000	To	08 9894 1999

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 damaging winds, large hailstones and heavy rainfall 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 Monday 1 March 2021 through to Thursday 4 March 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 **2 March 2021 to 18 April 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 **20210302-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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