

Customer Service Advice from Telstra

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

Parts of the Central West, Lower West, Central Wheat Belt and Great Southern Districts of Western Australia were impacted by severe weather on or about Monday 1 March 2021 through to Thursday 4 March 2021.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 600 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at the Cliff Head North Rest Area on the WA coast heading east to Perenjori, southeast past Beacon to Yellowdine then southwest to Holt Rock. From Holt Rock the area turns northwest to Kondinin, southeast to Needilup, southwest to Tenterden and west to Mordalup. The area heads northwest to Quindanning, west to Myalup Beach and follows the WA coastline north past Perth, Lancelin and Jurien Bay back to the Cliff Head North Rest Area. All suburbs and towns including metropolitan Perth, off shore islands and coastal areas serviced by Telstra within these boundaries are encompassed in this exemption.

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 7000	To	08 6174 7999	08 9290 0000	To	08 9310 9199
08 6192 4000	To	08 6192 4999	08 9347 5000	To	08 9355 3299
08 6258 0900	To	08 6258 0999	08 9374 0000	To	08 9374 9999
08 6274 0000	To	08 6279 5999	08 9390 0000	To	08 9449 0999
08 6293 0000	To	08 6304 9999	08 9462 1000	To	08 9464 1999
08 6350 3000	To	08 6350 3999	08 9486 0400	To	08 9501 8999
08 6400 1000	To	08 6401 9999	08 9519 0000	To	08 9599 9999
08 6595 2000	To	08 6595 8999	08 9620 0000	To	08 9693 1999
08 6661 1000	To	08 6661 1999	08 9721 1700	To	08 9721 7599
08 6820 6000	To	08 6820 6999	08 9732 2100	To	08 9739 9999
08 9021 7300	To	08 9024 2199	08 9782 6000	To	08 9782 9999
08 9040 3000	To	08 9049 9999	08 9820 0000	To	08 9835 6099
08 9061 0000	To	08 9065 9999	08 9848 9000	To	08 9894 1999
08 9081 2000	To	08 9082 6999	08 9933 2000	To	08 9933 7999
08 9206 0000	To	08 9208 7099	08 9951 0000	To	08 9956 9999
08 9222 1100	To	08 9237 8999	08 9971 8000	To	08 9973 7999
08 9250 0000	To	08 9278 9999			

We anticipate that the majority of services will be restored by 28 March 2021. 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, large hailstones and heavy rainfall are referred to in the BOM Severe Weather Warning issued for 1 March 2021 initially at 12:33 pm Monday, 1 March 2021, reference number IDW21033; 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 March 2021** to **28 March 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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