

Customer Service Advice from Telstra

Delay due to extreme weather events in the Central West, Central Wheat Belt, Great Southern, South East Coastal, South Coastal and South West Districts and parts of the Gascoyne and Lower West Districts of Western Australia.

As previously notified by Telstra on Friday 16 April 2021, the Central West, Central Wheat Belt, Great Southern, South East Coastal, South Coastal and South West Districts and parts of the Gascoyne 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 6 June 2021.

The effect of these circumstances applies to an additional 350 services bringing the total number of services impacted to approximately 950 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 6 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 Coral Bay heading southeast to Daggar Hills, south to Paynes Find, southeast past Wilgoyne and Westonia to Munglinup. From Munglinup the area turns south to the WA coastline and following the coastline westerly past Albany, Windy Harbour, Busselton and Bunbury to Preston Beach. The area heads east to Marradong, north to Toodyay, northwest to Nilgen, west to the WA coastline and then following the coastline north past Geraldton back to Coral Bay. 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 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 9040 3000	To	08 9049 5999	08 9720 0000	To	08 9797 9999
08 9061 0000	To	08 9065 9999	08 9820 0000	To	08 9894 1999
08 9081 3000	To	08 9082 6999	08 9920 0000	To	08 9973 7999
08 9168 8300	To	08 9172 3099	08 9996 7000	To	08 9996 8999

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 **6 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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