

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.

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.

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 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 anticipate that the majority of services will be restored by 16 May 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 extreme weather events can be sourced from the Bureau of Meteorology (BOM). Destructive winds, heavy rainfall and flash flooding are referred to in the BOM Severe Weather Warning issued for 11 April 2021 initially at 4:57 pm WST on Sunday 11 April 2021, reference number IDW24100; 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 **13 April 2021 to 16 May 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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