

# Customer Service Advice from Telstra

## Extreme Weather events impact service in Perth and WA South

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of a series of extreme weather events in the Perth and WA South regions of Western Australia on or about Saturday 27 June 2009 through to Sunday 28 June 2009.

Due to the effect of damage to the Telstra telecommunications network by severe storms, there has been a significant increase in the number of Telstra services being reported as faulty. As a result, there has been some disruption to service and delays to normal installation and repair activities.

Telstra apologises to any affected customers.

Information as to the nature of these severe weather events can be sourced from the Bureau of Meteorology (BOM). Widespread damaging winds, thunderstorms and heavy rainfall referred to in the BOM Severe Weather Warning issued for 27 June 2009 initially at 9:00 am on Saturday 27 June 2009 all of which were widely reported in the news media after the events.

Telstra has identified that the effect of these circumstances applies to approximately 4805 services. This number may increase as Telstra assesses the full affect of the extreme weather conditions. Based on current information, the resumption date of normal service operations is expected to be 7 July 2009. This date is indicative only; Telstra customers should anticipate that some further delays may occur. Telstra regrets any inconvenience caused to customers and thanks them for their patience while this work is being undertaken.

Telstra services encompassed in this exemption are; in the area bounded by and including, but is not limited to the area starting at the south eastern corner of Karroun Hill Nature Reserve go south to Bonnie Rock, then south east to Koolyanobbing, south through Marvel Loch to Holt Rock, then south east to Ravensthorpe, east to the Oldfield River and follow the river south east to the coast. Follow the coast in a clockwise direction past Albany, Windy Harbour, Margaret River, Mandurah, Perth and Lancelin to the north western corner of Wanagarren Nature Reserve, then follow the boundary of the nature reserve east and south to the south east corner of the reserve, then east to Lake Hinds, north east to Beacon and north back to Karroun Hill Nature Reserve. All suburbs and towns serviced by Telstra within these boundaries are encompassed in this exemption.

Services in the area mentioned above with phone numbers in the following number ranges may have been affected:

08 6267 0333	To 08 6267 0346	08 9470 1001	To 08 9498 7999
08 6278 1000	To 08 6278 4998	08 9523 1000	To 08 9538 4190
08 6293 1000	To 08 6293 1999	08 9561 1000	To 08 9594 2999
08 6380 1000	To 08 6389 2998	08 9620 1200	To 08 9655 9098
08 9021 7335	To 08 9024 2186	08 9720 1000	To 08 9739 2911
08 9061 1000	To 08 9065 8080	08 9751 1000	To 08 9777 2999
08 9168 8325	To 08 9172 3057	08 9791 1000	To 08 9797 2497
08 9201 0000	To 08 9228 9999	08 9820 1001	To 08 9889 8113
08 9240 1000	To 08 9259 6999		

As these circumstances were outside of Telstra's control, Telstra is claiming an extension to time frames applying under the *Telecommunications (Customer Service Guarantee) Standard 2000 (No.2)*. This means that Telstra is notifying customers that normal service time frames may not be met during the period of **1 July 2009 to 7 July 2009** inclusive (based on Telstra's estimated recovery schedule correct at the time of publication of this notice).

If you have any questions regarding your eligibility for a CSG payment under this notice, or would like us to reconsider whether the circumstances were a proper basis for claiming an exemption, you may contact us on the number displayed on your telephone account or alternatively on 132203 for service difficulties and faults or 132200 for sales, installations and billing- quoting CSG Exemption reference number **20090701-WA-S-C-P-PERTH\_WA SOUTH**. Copies of this notice are available on our Internet site at [www.telstra.com.au/msd/](http://www.telstra.com.au/msd/) or you may request a copy by calling one of the Telstra numbers mentioned above.

If, after calling Telstra you are still not satisfied with the outcome, you have the option to raise the matter with the Telecommunications Industry Ombudsman (TIO). Information on the TIO and contact details are available on the Internet ([www.tio.com.au](http://www.tio.com.au)) and in the White Pages® directory.

