

# Customer Service Advice from Telstra.

## Extreme Weather events impact service in 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 WA South region of Western Australia on or about Friday 13 November 2009 through to Saturday 14 November 2009.

Due to the effect of damage to the Telstra telecommunications network by severe thunderstorms, 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). Damaging winds, large hail and flash flooding referred to in the BOM Severe Weather Warning issued initially at 1:00 pm on Friday 13 November 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 1184 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 20 November 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 Powell Point, follow the coastline east then north past Albany, Bunbury and Mandurah to Rockingham, then go east to Byford, north northeast to Roleystone, north through Carmel to Darlington, northeast to Gidgegannup, north northwest to Lower Chittering, west to Muchea, northwest to Guilderton and follow the coastline north to Lancelin. From Lancelin go east northeast to Lake Hinds, east to Cadoux, northeast to Beacon, east through Wialki to Bonnie Rock, east southeast to Koolyanobbing, south through Marvel Loch to King Rocks, southeast through Holt Rock, Varley and Lake King to Ravensthorpe, east southeast to Nurragi Station and south back to Powell Point. All suburbs, towns and off shore islands and coastal areas 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 6293 1000	To	08 6293 1999	08 9523 1000	To	08 9538 4190
08 9021 7335	To	08 9024 2186	08 9571 0000	To	08 9594 2999
08 9040 1001	To	08 9049 9065	08 9671 1000	To	08 9686 2112
08 9061 1000	To	08 9065 8080	08 9720 1000	To	08 9739 2911
08 9168 8325	To	08 9172 3057	08 9751 1000	To	08 9777 2999
08 9274 7300	To	08 9274 7300	08 9791 1000	To	08 9797 2497
08 9291 0000	To	08 9299 8999	08 9820 1001	To	08 9889 8113
08 9496 0000	To	08 9496 3999			

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 **16 November 2009 to 20 November 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 **20091116-WA-S-C-P-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.

