

Customer Service Advice from Telstra

Ongoing Extreme Weather events impact service in Darwin-Daly District.

As previously notified by Telstra on Tuesday 4 February 2014 and Monday 24 February 2014, Telstra's normal operations in the Darwin-Daly region of the Northern Territory have been affected by extreme weather events on or about Wednesday 29 January 2014 continuing to date.

Telstra's telecommunications network in these areas have experienced high levels of damage that has resulted in delays to installation and repair activities on a significant number of Telstra services. 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 ongoing weather effects, the expected recovery date has now been further extended to 28 March 2014.

Telstra has identified that the effect of these circumstances may apply to an additional 600 services bringing the total number of potential services impacted to approximately 2,500 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 28 March 2014. 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.

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Telstra services encompassed in this exemption are in the area bounded by and including, but not limited to, the area starting at Gunn Point and following the Northern Territory coastline east around the Cobourg Peninsula and Goulburn Islands to Maningrida. From Maningrida the area heads south to Bulman then turns southwest to Mataranka then west to Fossil Head. From Fossil Head the area then follows the coastline clockwise past the city of Darwin back to Gunn Point. All suburbs, towns, 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 7978 2000	To	08 7978 2999	08 8963 5000	To	08 8999 9999
08 8920 0000	To	08 8948 9999			

As these circumstances were outside of Telstra's control, Telstra is claiming an exemption from compliance with time frames and performance standards required under the *Telecommunications (Customer Service Guarantee) Standard 2011*. Therefore Telstra is notifying customers that normal installation and repair time frames may not be met during the period from **31 January 2014** to **28 March 2014** inclusive (based on Telstra's estimated recovery schedule correct at the time of publication of this notice) and, under section 21 of the *Telecommunications (Customer Service Guarantee) Standard 2011*, Telstra will be exempt from complying with performance standards during this period.

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 **20140131-NT-S-C-P-DARWIN AND TOP END**.

Copies of this notice are available on our Internet site at <http://telstra.com.au/abouttelstra/commitments/mass-service-disruption/> or you may request a copy by calling one of the Telstra numbers mentioned above.

If, after calling Telstra on one of the above numbers, you remain unsatisfied with our response to your query, you have the option of raising the matter with the Telecommunications Industry Ombudsman (TIO). Information on the TIO and contact details are available on the Internet (www.tio.com.au) and in the White Pages® telephone directory.

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