

Customer Service Advice from Telstra

Delay due to severe weather in the Daly, Arnhem and Carpentaria Districts and part of the Gregory District of the Northern Territory.

As previously notified by Telstra on Friday 2 February 2018 the Daly, Arnhem and Carpentaria Districts, and part of the Gregory District of the Northern Territory were impacted by severe weather on or about Saturday 27 January 2018 through to Wednesday 31 January 2018. 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 11 March 2018.

The effect of these circumstances applies to an additional 150 services bringing the total number of services impacted to approximately 850 services. This number may increase as Telstra assesses the full effect of the severe weather conditions. Based on current information, the resumption date of normal service operations is expected to be 11 March 2018. 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 the Northern Territory/Western Australian border in the Joseph Bonaparte Gulf, following the coastline east past Wadeye, Dundee Beach, Mandorah and onto Greenwood Island. From Greenwood Island, the area moves northeast towards Virginia and then heads north to the Howard Springs Road/Stuart Highway intersection and continues north to the coastline of Howards Peninsula. From here the area continues east following the coastline to the Northern Territory/Queensland border. From here following the border south to National Highway 1, heading west to Newcastle Waters, and southwest to Tanami Road intersecting the Northern Territory/West Australian border. The area then heads north following the border back to the Joseph Bonaparte Gulf. This exemption excludes the townships of Katherine and Pine Creek, all other suburbs, towns, off shore islands and coastal areas serviced by Telstra within these boundaries are encompassed in this exemption.

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 7978 9000	To	08 7978 9999	08 8964 4500	To	08 8996 8999
08 8928 7000	To	08 8948 7999			

We anticipate that the majority of services will be restored by 11 March 2018. This date is indicative only; Telstra customers should anticipate that some further delays may occur.

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 severe weather events, which included heavy rainfall, flash flooding and damaging winds 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 Saturday 27 January 2018 through

to Wednesday 31 January 2018. 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 **29 January 2018** to **11 March 2018** 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 **20180129-NT-S-C-P-NORTHERN TERRITORY TOP END REGION**. 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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