

# Customer Service Advice from Telstra

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

The Daly, Arnhem and Carpentaria Districts, and part of the Gregory District of the Northern Territory were impacted by severe weather caused by a monsoonal low on or about Saturday 27 January 2018 through to Wednesday 31 January 2018.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 700 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at the Northern Territory/Western Australian border in the Joseph Bonaparte Gulf, following the coastline east in a clockwise direction past Darwin, Nhulunbuy and Port Roper to the Northern Territory/Queensland border. From here following the border south to National Highway 1, heading west to Newcastle Waters, and south west to Tanami Road intersecting the Northern Territory/West Australian border. The area then heads north following the border back to the Joseph Bonaparte Gulf. All 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 2000    **To**    08 7978 9999            08 8963 5000    **To**    08 8999 9999  
08 8920 0000    **To**    08 8953 1799

We anticipate that the majority of services will be restored by 25 February 2018. 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 severe weather events can be sourced from the Bureau of Meteorology (BOM). Heavy rainfall, flash flooding and damaging winds are referred to in the BOM Severe Weather Warning issued for 27 January 2018 initially at 5:00 pm Saturday, 27 January 2018, reference number IDD21038; 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 **29 January 2018** to **25 February 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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