

# Customer Service Advice from Telstra

## **Delay due to extreme weather events in Darwin and the Daly, Tiwi and parts of the Arnhem Districts of the Northern Territory.**

Darwin and the Daly, Tiwi and parts of the Arnhem Districts of the Northern Territory, was impacted by extreme weather caused by Tropical Cyclone Marcus on or about Saturday 17 March 2018 through to Sunday 18 March 2018.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 350 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Gunn Point and from there following the coast east around the Cobourg Peninsula and Goulburn Islands to Milingimbi. From Milingimbi, the area's boundary proceeds southward through Ramingining, Emu Springs, and Mt Catt. From Mt Catt, the boundary turns west through Mary River Roadhouse to Hayes Creek, then southwest to Ooloo Crossing, then west to the coast at Wadeye. From Wadeye, the area's boundary follows the coast northeast around Cox Peninsula and 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.

### **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 8920 0000      **To**    08 8953 1799      08 8963 5000      **To**    08 8999 9999

We anticipate that the majority of services will be restored by 15 April 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 extreme weather events can be sourced from the Bureau of Meteorology (BOM). Gales and heavy rain are referred to in the BOM Severe Weather Warning issued for 16 March 2018 initially at 11:04am, Friday 16 March 2018, reference number IDD20150; 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 **19 March 2018 to 15 April 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 **20180319-NT-S-B-P-CYCLONE MARCUS**. If our response doesn't satisfy you, then you may wish to contact the Telecommunications Industry Ombudsman (TIO).

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