

Customer Service Advice from Telstra

Delay due to severe weather events in Darwin and parts of the Daly District of Northern Territory.

Darwin and parts of the Daly District of Northern Territory were impacted by severe weather on or about Wednesday 11 December 2019.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 200 Telstra services encompassed in this exemption are in the area bounded by and including, but not limited to, the area starting at Gunn Point heading southeast to Marrakai, southwest to Darwin River Dam. From Darwin River Dam the area heads northwest to Darwin River then Channel Island and follows the coastline past East Arm, Darwin, East Point and Buffalo Creek 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 8922 0600 **To** 08 8948 7999 08 8978 4000 **To** 08 8999 4899

We anticipate that the majority of services will be restored by 5 January 2020. 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). Damaging Winds and intense thunderstorms are referred to in the BOM Severe Weather Warning issued for 11 December 2019 initially at 3:24pm Friday, 11 December 2019, reference number IDN21033; 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 **13 December 2019 to 5 January 2020** 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 **20191213-NT-S-C-P-DARWIN AND SURROUNDING AREA**. 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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