

Customer Service Advice from Telstra

Delay due to extreme weather events in the Carpentaria District and parts of the Arnhem, Barkly and Gregory Districts of the Northern Territory.

The Carpentaria District and parts of the Arnhem, Barkly and Gregory Districts of the Northern Territory were impacted by extreme weather caused by Tropical Cyclone Esther on or about Monday 24 February 2020 through to Thursday 27 February 2020.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. As many as 200 Telstra services are impacted in the area bounded by and including, but not limited to, the area starting at Maningrida following the coastline past Numbulwar and Port McArthur to the Northern Territory/Queensland border then turning south and following the border to National Hwy 1. The area heads southwest to Pamayu, west to Lajamanu, and northwest to where the Buntine Hwy (96) meets the NT/WA border and follows the border north to the Victoria Hwy. The area turns northeast to Pine Creek, east to Bulman Weemol then north back to Maningrida. 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 8962 1100	To	08 8996 8999
08 8939 1000	To	08 8941 1399			

We anticipate that the majority of services will be restored by 29 March 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 extreme weather events can be sourced from the Bureau of Meteorology (BOM). Damaging winds and heavy rainfall are referred to in the BOM Severe Weather Warning issued for 24 February 2020 initially at 4:42 pm Monday, 24 February 2020, reference number IDD21037; 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 **24 February 2020 to 29 March 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 **20200224-NT-S-C-P-TROPICAL CYCLONE ESTHER**. 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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