

# Customer Service Advice from Telstra

## **Delay due to severe weather in parts of the Daly district of the Northern Territory.**

Parts of the Daly district of the Northern Territory was impacted by severe weather on or about Tuesday 17 December 2019 through to Thursday 19 December 2019. This event resulted in extensive damage to Telstra's telecommunications network.

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 Rankin Point on the Cox Peninsula and heads southeast to Darwin River Dam, then onto Pine Creek. At Pine Creek the area turns southwest to Claravale, then northwest to Wadeye. At Wadeye the area travels northeast following the coastline past Dundee Beach returning to Rankin Point. All suburbs and towns, off shore islands and coastal areas serviced by Telstra within these boundaries are encompassed.

### **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 8939 6000      **To**    08 8942 1899      08 8975 3000      **To**    08 8988 8199

We anticipate that the majority of services will be restored by 12 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 Early Warning Network at <http://www.ewn.com.au/alerts/>. Damaging winds are referred to within this site for Tuesday 17 December 2019 through to 19 December 2019.

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 **20 December 2019 to 12 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 **20191220-NT-S-C-P-DALY 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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