

Customer Service Advice from Telstra

Delay due to COVID-19 pandemic in the Northern Territory.

As a result of COVID-19 restrictions on our teams and partners in Australia and around the globe we are currently experiencing delays to our customer service.

This includes the time it takes to get through to our customer service teams, as well as our ability to install, connect or fix issues in a timely way.

We understand that connectivity at this time is more important than ever and we are working to improve the situation as quickly as possible.

How will this affect you?

We are prioritising our customer service activities toward maintaining critical services and keeping vulnerable customers connected.

As we may take longer than normal to fix service issues or complete new connections, you may need to rely on a mobile phone rather than a landline until we fix or connect your landline service.

We understand how frustrating this is. We're doing everything we can to find alternative solutions that get, and keep, customers' landlines connected while making sure that the health of our people and the community is not put at risk.

These are highly unusual circumstances. We do not know when this will end or how long it will be until we're back to operating normally and we thank our customers for their patience as we work through this challenging period.

Customer Service Guarantee

As these circumstances are outside of our control, we are not required to connect services and fix faults within the Customer Service Guarantee timeframes as is available to us under section 21 of the Telecommunications (Customer Service Guarantee) Standard 2011.

As many as 1,000 Telstra landline services across the Northern Territory may be impacted, including all suburbs and towns, off-shore islands and coastal areas serviced by Telstra.

Need more information?

If you have questions about this exemption or want us to reconsider if 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 **20200330-NT-S-F-P-NORTHERN TERRITORY**. If our response doesn't satisfy you, you can contact the Telecommunications Industry Ombudsman (TIO).

Our call centres have significant wait times at the moment, and we are prioritising Medical Priority Assist, service faults and high-risk cases. If your call is not urgent, please try one of the many self-service tools available on telstra.com.au, the Telstra 24x7 and My Telstra apps, or find answers in our Crowd Support community.

Further information and copies of this notice are available on our Internet site at

<http://telstra.com.au/abouttelstra/commitments/mass-service-disruption/> or you may request a copy by calling the Telstra number mentioned above.

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