

# Customer Service Advice from Telstra.

## Extreme Weather events impact service in Northern Territory North

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of a series of extreme weather events in the northern region of Northern Territory, on or about, Wednesday 24 February 2010 through to Friday 26 February 2010.

Due to the effect of damage to the Telstra telecommunications network by a monsoonal trough and low, there has been a significant increase in the number of Telstra services being reported as faulty. As a result, there has been some disruption to service and delays to normal installation and repair activities. Telstra apologises to any affected customers.

Information as to the nature of these severe weather events can be sourced from Weatherzone. Heavy rainfall and flash flooding referred to in Weatherzone media article on Friday 26 February at 00:29; all of which were widely reported in the news media after the events. Evidence of this weather event can be found at [www.weatherzone.com.au](http://www.weatherzone.com.au).

Telstra has identified that the effect of these circumstances applies to approximately 976 services. This number may increase as Telstra assesses the full affect of the extreme weather conditions. Based on current information, the resumption date of normal service operations is expected to be 12 March 2010. This date is indicative only; Telstra customers should anticipate that some further delays may occur. Telstra regrets any inconvenience caused to customers and thanks them for their patience while this work is being undertaken.

Telstra services encompassed in this exemption are; in the area bounded by and including, but is not limited to the area starting at Cape Arnhem on the coast of Gove Peninsula, follow the coast southwest to Port Roper, then south east to the Northern Territory/ Queensland border, then follow the border south to directly east of Wollogorang station. From this point go west through Beetaloo station to Murrانji, then southwest through Cattle Creek station to Lajamanu, then west southwest to the Northern border of the Great Western desert on the border of Western Australia and Northern Territory. Follow the border south to Mt Junction, then head west into Western Australia to Mt Bannerman, then go northeast to El Questro Wilderness Park, then northwest to Honeymoon Beach on the coast. Follow the coast in a northeasterly direction to Cape Londonderry, then southeast back to the Western Australia/ Northern Territory border, then follow the coastline into the Northern Territory northeast past Darwin to the Coburg Peninsula and keep following the coast east back to Cape Arnhem on Gove Peninsula. All suburbs and towns, offshore islands and coastal areas serviced by Telstra within these boundaries are encompassed in this exemption.

Services in the area mentioned above with phone numbers in the following number ranges may have been affected:

08 8927 0000 To 08 8953 1768      08 9161 1000 To 08 9169 3999  
08 8964 4582 To 08 8988 9999

As these circumstances were outside of Telstra's control, Telstra is claiming an extension to time frames applying under the *Telecommunications (Customer Service Guarantee) Standard 2000 (No.2)*. This means that Telstra is notifying customers that normal service time frames may not be met during the period of **26 February 2010 to 12 March 2010** inclusive (based on Telstra's estimated recovery schedule correct at the time of publication of this notice).

If you have any questions regarding your eligibility for a CSG payment under this notice, or would like us to reconsider whether the circumstances were a proper basis for claiming an exemption, you may contact us on the number displayed on your telephone account or alternatively on 132203 for service difficulties and faults or 132200 for sales, installations and billing- quoting CSG Exemption reference number **20100226-NT-S-C-P-NORTHERN TERRITORY NORTH**.

Copies of this notice are available on our Internet site at [www.telstra.com.au/msd/](http://www.telstra.com.au/msd/) or you may request a copy by calling one of the Telstra numbers mentioned above.

If, after calling Telstra you are still not satisfied with the outcome, you have the option to raise the matter with the Telecommunications Industry Ombudsman (TIO). Information on the TIO and contact details are available on the Internet ([www.tio.com.au](http://www.tio.com.au)) and in the White Pages® directory.

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