Telstra has identified that the effect of these circumstances may apply to an additional 34,400 services bringing the total number of potential services impacted to approximately 73,400 services. This number may increase as Telstra assesses the potential impact of these severe weather events over time.

Information as to the nature of these severe weather events can be sourced from the Bureau of Meteorology (BOM). A low pressure system, heavy rain and flash flooding as reported in the news media after these events.

As these circumstances were outside of Telstra's control, Telstra is claiming an exemption from compliance with time frames and performance standards required under the Telecommunications (Customer Service Guarantee) Standard 2011 (Customer Service Guarantee) Standard 2011, Telstra will be exempt from complying with performance standards during this period.

Based on current information, the resumption date of normal service operations is expected to be 13 April 2012. This date is indicative only; Telstra customers should anticipate that some further delays may occur.

If, after calling Telstra on one of the above numbers, you remain unsatisfied with performance standards during this period, you may request a copy by calling one of the Telstra Customer Service numbers listed below to claim an exemption, or you may request a copy by writing to 02 8233 0062.

As these circumstances were outside of Telstra's control, Telstra is claiming an exemption from compliance with time frames and performance standards required under the Telecommunications (Customer Service Guarantee) Standard 2011 (Customer Service Guarantee) Standard 2011. Therefore Telstra is notifying customers that normal installation and repair time frames may not be met during the period from 21 February 2012 to 13 April 2012 inclusive (based on Telstra’s estimated recovery schedule at the time of publication of this notice) and, under section 21 of the Telecommunications (Customer Service Guarantee) Standard 2011, Telstra will be exempt from complying with performance standards during this period.

As these circumstances were outside of Telstra's control, Telstra is claiming an exemption from compliance with time frames and performance standards required under the Telecommunications (Customer Service Guarantee) Standard 2011, Telstra will be exempt from complying with performance standards during this period.