

Customer Service Guarantee Exemption Advice

The East Gippsland Districts for Victoria was impacted by severe storms with heavy rainfall resulting in localised flooding and road closures between Tuesday 3 October 2023 to Thursday 5 October 2023.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 217 Telstra services maybe impacted.

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

03 5120 0000	To	03 5199 499	03 5940 2100	To	03 5956 9999
03 5621 0000	To	03 5637 9999	03 5997 0000	To	03 5980 9999
03 5654 0000	To	03 5689 9999	03 5997 0000	To	03 5997 9999

We anticipate that most services will be restored by 03 November 2023. 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.

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 3 October 2023 to 03 November inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities in the impacted area.