

## Customer Service Guarantee Exemption Advice

The North East, Northern Country and North Central 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 343 Telstra services maybe impacted.

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

02 6020 0000	To	02 6081 9999		03 5480 0000	To	03 5489 7299
02 6940 0000	To	02 6948 5999		03 5720 0000	To	03 5799 9999
02 6982 2000	To	02 6982 6999		03 5820 0000	To	03 5833 9999
03 5150 8000	To	03 5159 6999		03 5851 0000	To	03 5888 5999
03 5178 3000	To	03 5178 3999		03 5957 5000	To	03 5966 8499
03 5430 8000	To	03 5433 6999				

We anticipate that most services will be restored by 27 October 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 27 October 2023 inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities in the impacted area.