

Customer Service Guarantee Exemption Advice

The South East Districts of Tasmania was impacted by severe storms, heavy rain, lightning and high winds between 23 October 2023 to 24 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 134 Telstra services maybe impacted.

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

03 6208 0000 **To** 03 6298 9999

We anticipate that most services will be restored by 17 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 23 October 2023 to 17 November 2023 inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities in the impacted area.

For any enquiries, please quote reference number (20231024-TAS-S-C-I-SOUTH EAST DISTRICT).