

## Customer Service Guarantee Exemption Advice

The Mallee Districts for Victoria was impacted by severe storms with heavy rainfall resulting in localised flooding and road closures between Tuesday the 28 November 2023 to Thursday the 30 November 2023.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 7 Telstra services maybe impacted.

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

- 03 4432 2000 **To** 03 4432 2999
- 03 5030 2300 **To** 03 5037 7999
- 03 5073 0000 **To** 03 5073 0099
- 03 5451 1000 **To** 03 5455 8999

We anticipate that most services will be restored by 22/12/2023. 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 01/12/2023 to 22/12/2023 inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities in the impacted area.

