

Customer Service Guarantee Exemption Advice

Parts of the Gippsland Districts for Victoria were impacted by severe storms with heavy rainfall which resulted in flooding and large amounts of lightning between 26th December 2023 to 27th December 2023.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 117 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 4999
- 03 5621 0000 **To** 03 5637 9999
- 03 5654 0000 **To** 03 5689 9999
- 03 5940 2100 **To** 03 5956 9999
- 03 5980 0000 **To** 03 5980 9999
- 03 5997 0000 **To** 03 5997 9999

We anticipate that most services will be restored by 8th February 2024. 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 26th December 2023 to 8th February 2024 inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities in the impacted area.

