

## Customer Service Guarantee Exemption Advice

Parts of the Daly and Carpentaria Districts of the Northern Territory were impacted by an extreme weather event with very heavy rainfall causing flash flooding and road closures between 11<sup>th</sup> January 2024 to 17<sup>th</sup> January 2024.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 145 Telstra services maybe impacted.

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

08 7978 2000    **To**    08 7978 9999

08 8920 0000    **To**    08 8953 1799

08 8963 5000    **To**    08 8999 9999

We anticipate that most services will be restored by 23<sup>rd</sup> February 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 12<sup>th</sup> January to 23<sup>rd</sup> February 2023 inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities in the impacted area.

