

## Customer Service Guarantee Exemption Advice

The Gippsland of Victoria was impacted by heavy rainfall, hail, lightning and high winds between Tuesday the 28 November 2023 to Thursday 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 94 Telstra services maybe impacted.

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

- 03 5139 7000 **To** 03 5162 5999
- 03 5178 5000 **To** 03 5183 3999
- 03 5633 0000 **To** 03 5637 9999
- 03 5688 0200 **To** 03 5688 9999
- 03 5942 0000 **To** 03 5942 9999

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.

