

Customer Service Guarantee Exemption Advice

Parts of the Seymour, Albury and Shepparton Districts for Victoria were impacted by heavy rain, flash flooding and large amounts of lightning strikes which resulted in localised flooding and road closures between 25th 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 361 Telstra services maybe impacted.

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

- 02 6020 0000 **To** 02 6081 9999
- 02 6940 0000 **To** 02 6948 5999
- 02 6982 2000 **To** 02 6982 6999
- 03 5150 8000 **To** 03 5159 6999
- 03 5178 3000 **To** 03 5178 3999
- 03 5430 8000 **To** 03 5433 6999
- 03 5480 0000 **To** 03 5489 7299
- 03 5720 0000 **To** 03 5799 9999
- 03 5820 0000 **To** 03 5833 9999
- 03 5851 0000 **To** 03 5888 5999
- 03 5957 5000 **To** 03 5966 8499

We anticipate that most services will be restored by 9th 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 25th December 2023 to 9th February 2024 inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities in the impacted area.

