

Customer Service Guarantee Exemption Advice

Parts of the Goldfields Districts for Victoria were impacted by severe storms with heavy rainfall which resulted in flooding, large amounts of lightning and hail 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 163 Telstra services maybe impacted.

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

- 03 4313 5000 **To** 03 4333 9999
- 03 4432 4000 **To** 03 4432 4999
- 03 4465 0000 **To** 03 4465 0999
- 03 5220 9000 **To** 03 5238 9999
- 03 5286 0000 **To** 03 5286 2999
- 03 5320 0000 **To** 03 5368 9999
- 03 5421 0000 **To** 03 5496 2999
- 03 5596 5000 **To** 03 5596 5999

We anticipate that most services will be restored by 08th 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 08th February 2024 inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities in the impacted area.

