

Customer Service Guarantee Exemption Advice

Part of Lilydale, Mornington and Sunbury districts for Victoria were impacted by extreme heavy rain causing flash flooding, Hazardous Winds, and lightning between 08th January 2024 to 9th 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 104 Telstra services maybe impacted.

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

03 5420 7000 **To** 03 5429 9999
03 5467 0000 **To** 03 5467 0999
03 5483 3000 **To** 03 5483 4999
03 5734 1000 **To** 03 5734 1999
03 5783 0000 **To** 03 5789 0999
03 5931 2000 **To** 03 5931 9999
03 5949 9000 **To** 03 5998 6999
03 8099 7000 **To** 03 8099 9999
03 8405 3200 **To** 03 8405 3299
03 8432 4500 **To** 03 8432 5999
03 8739 5000 **To** 03 8756 1999
03 8770 9000 **To** 03 8796 9999
03 9213 5400 **To** 03 9218 7999
03 9237 3000 **To** 03 9238 6999
03 9294 4000 **To** 03 9294 4999
03 9401 5400 **To** 03 9409 1999
03 9430 7500 **To** 03 9439 4699
03 9554 0800 **To** 03 9554 6699
03 9702 3000 **To** 03 9796 5999
03 9839 9000 **To** 03 9839 9999
03 9971 1900 **To** 03 9971 6999

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 9th January 2024 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.