

## Customer Service Guarantee Exemption Advice – 20240213-VIC-S-C-I-EAST VICTORIA SUPERSTORM EXT

We've previously advised of an interruption to Telstra's normal operations, due to the Gippsland Region for Victoria was impacted by severe thunderstorms resulting in hazardous winds, heavy hail, power outages and road closures between 13<sup>th</sup> February 2024 to 14<sup>th</sup> February 2024

We are continuing to experience ongoing delays in installation and repair activities due to this event. We estimate that as many as 170 Telstra services may be impacted.

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

- 03 5120 0000 To 03 5199 4999
- 03 5621 0000 To 03 5637 9999
- 03 5654 0000 To 03 5689 9999
- 03 5940 2100 To 03 5956 9999
- 03 5980 0000 To 03 5980 9999
- 03 5997 0000 To 03 5997 9999

### How will this affect you?

We anticipate that most services will be restored by 15<sup>th</sup> March 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.

In the event this timeframe is extended, a revised notification will be provided.

### What else do you need to know?

Due to the extreme weather conditions, we're claiming an exemption under section 24 of the Telecommunications (Customer Service Guarantee) Standard 2023, including an exemption from the payment of compensation 13<sup>th</sup> February 2024 to 15<sup>th</sup> March 2024 inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities in the impacted area.

The exemption process is explained in sections 24–30 of the *Telecommunications (Customer Service Guarantee) Standard 2023*, which can be found on the [Australian Government, Federal Register of Legislation](#) website.

### What's next?

You don't need to do anything. We're doing all we can to return to normal operating standards.

To request a copy of the CSG exemption notice, or, for any questions about your service, the CSG exemption, or to ask us to reconsider whether the circumstances are a proper basis for claiming the exemption, please call 132200.

To report a service disruption or fault, please call 132203.

If you're not satisfied with this exemption or our approach to your request, you can contact the Telecommunications Industry Ombudsman.