

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

The Goldfields, Central, Melbourne, and Gippsland Regions 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

An interruption to Telstra’s normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 817 Telstra services may be impacted.

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

02 6020 0000	<b>To</b>	02 6081 9999
02 6940 0000	<b>To</b>	02 6948 5999
02 6982 2000	<b>To</b>	02 6982 6999
03 4313 5000	<b>To</b>	03 4333 9999
03 4367 7000	<b>To</b>	03 4367 9999
03 4432 3000	<b>To</b>	03 4432 4999
03 4465 0000	<b>To</b>	03 4465 0999
03 5120 0000	<b>To</b>	03 5199 4999
03 5220 0000	<b>To</b>	03 5289 9999
03 5320 0000	<b>To</b>	03 5369 9999
03 5420 6000	<b>To</b>	03 5496 2999
03 5596 0000	<b>To</b>	03 5596 9999
03 5621 0000	<b>To</b>	03 5637 9999
03 5654 0000	<b>To</b>	03 5689 9999
03 5720 0000	<b>To</b>	03 5799 9999
03 5820 0000	<b>To</b>	03 5833 9999
03 5851 0000	<b>To</b>	03 5888 5999
03 5931 0000	<b>To</b>	03 5999 4999
03 8099 6000	<b>To</b>	03 8099 9999
03 8290 0000	<b>To</b>	03 8420 9999
03 8431 0000	<b>To</b>	03 8436 9999
03 8458 0000	<b>To</b>	03 8486 9999

03 8502 0200	To	03 8812 2999
03 8822 8000	To	03 8878 9999
03 8892 0000	To	03 8892 5999
03 9009 0000	To	03 9009 2699
03 9076 0000	To	03 9076 9999
03 9106 0000	To	03 9107 9999
03 9130 0000	To	03 9130 9999
03 9173 5000	To	03 9173 8999
03 9200 0000	To	03 9941 3899
03 9953 0000	To	03 9974 9999

### **How will this affect you?**

We anticipate that most services will be restored by 1<sup>st</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 1<sup>st</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.