

## Customer Service Guarantee Exemption Advice – 20240301-VIC-S-B-I-GOLDFIELDS AND WEST DISTRICTS

Parts of the Goldfields, Mallee, Wimmera and South West Regions for Victoria was impacted by bushfires resulting in property damage and road closures between 29<sup>th</sup> February 2024 to 1<sup>st</sup> March 2024.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 211 Telstra services may be impacted.

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

- 03 4011 0000 To 03 4011 9999
- 03 4309 8000 To 03 4333 9999
- 03 4432 2000 To 03 4432 4999
- 03 4465 0000 To 03 4465 0999
- 03 5018 0000 To 03 5039 9999
- 03 5051 0000 To 03 5055 9999
- 03 5070 1000 To 03 5095 7999
- 03 5220 9000 To 03 5239 6999
- 03 5286 0000 To 03 5286 2999
- 03 5320 0000 To 03 5369 2399
- 03 5380 0000 To 03 5399 7999
- 03 5421 0000 To 03 5499 9999
- 03 5520 0000 To 03 5529 9999
- 03 5551 0000 To 03 5599 8999

### 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 this event, we're claiming an exemption under section 24 of the Telecommunications (Customer Service Guarantee) Standard 2023, including an exemption from the payment of compensation between 1<sup>st</sup> March 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.