

## Lesser Service Disruption Notice

Dear Customer

On or about 23 June 2020, Telstra's conduit and cable was damaged by an unknown third party within the Paradise exchange area. An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities.

### How will this affect you?

Unfortunately your service may be affected and we may take longer than normal to fix telephone services or complete connections while we work to fix the damage to our cable network. We anticipate that the majority of services will be restored by 8 July 2020.

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.

### What else do you need to know?

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 **3 July 2020 to 8 July 2020** inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities in the impacted area.

Thanks & Regards

WHOLESALE 

**Shyam kumar singaram**

Billing system Analyst Senior  
Billing BOH

Customer Operations, Telstra InfraCo

P [1300 897 378 – Option 2](tel:1300897378)

E [DW.MSD.Outges@telstrawholesale.com](mailto:DW.MSD.Outges@telstrawholesale.com)

W [www.telstrawholesale.com](http://www.telstrawholesale.com)

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