

Lesser Service Disruption Notice

Dear Customer,

On or about 17 September 2019 through 18 September 2019, there were severe storms with heavy rainfall over parts of the Sydney Metropolitan District of NSW. 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. We anticipate that the majority of services will be restored by 30 September 2019.

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 **17 September 2019 to 30 September 2019** inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities in the impacted area.

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