

Lesser Service Disruption Notice

Dear Customer,

On or about 3 November 2019, there were severe storms over parts of the North East District of VIC. 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 25 November 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 **5 November 2019 to 25 November 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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