

Lesser Service Disruption Notice

Dear Customer,

On or about 12 June 2019, there were severe storms in Adelaide and over part of the surrounding Mount Lofty Ranges of SA. 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 1 July 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 **12 June 2019** to **1 July 2019** inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities in the impacted area.

Azeema Sheriff
Billing Analyst
Billing BOH
Customer Operations, Telstra InfraCo

P [1300 897 378 – Option 2](tel:1300897378)
E Azeema.Sheriff@telstrawholesale.com
W www.telstra.com

WHOLESALE 

This email may contain confidential information.

If I've sent it to you by accident, please delete it immediately