

Customer Service Advice from Telstra: CSG Exemption Notification : Canberra and the surrounding Australian Capital Territory District

The carrier has advised that the network was affected by a series of extreme weather events in Canberra and the surrounding Australian Capital Territory District on or about Tuesday June 16 2015 through to Thursday June 18 2015.

Information as to the nature of these severe weather events can be sourced from Weatherzone at www.weatherzone.com.au. Heavy rainfall across the Australian Capital Territory is detailed within this site for Thursday June 18 2015; all of which were widely reported in the news media after the events.

Services encompassed in this exemption are in the area bounded by and including, but not limited to, the area starting at Bungendore heading south to Anembo, northwest to Batlow then northeast past Brindabella to Murrumbateman then southeast back to Bungendore. All suburbs and towns serviced by Telstra within these boundaries are encompassed in this exemption.

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

02 6119 3000 To 02 6155 9999 02 6200 0000 To 02 6299 9999

The carrier apologises for any related inconvenience you or end-users may experience. However, as these conditions were outside of the Carrier's control they are claiming an exemption from compliance with the Telecommunications (Customer Service Guarantee) Standard 2011, including exemption from the payment of damages for any delay in the installation or repair of any affected services or in the keeping of appointments relating to these activities for the period from June 19 2015 to July 5 2015 inclusive (based on the Carrier's estimated recovery schedule correct at the time of publication of this notice).

Any general public requests for copies of this notice should be directed to the Exemption website at Telstra.com, which can be found at <http://telstra.com.au/abouttelstra/commitments/mass-service-disruption>

If you wish to question this exemption please send specific details and supporting evidence of your position to customer.support@logitel.com.au. Logitel will then bring this to the attention of the Carrier. If you remain unsatisfied with the Carrier's response your customer can raise the matter to the Telecommunications Industry Ombudsman.

If you have any questions about this please do not hesitate to contact our team via wholesale.announcements@Logitel.com.au.

Kind regards

Logitel Customer Support