

Lesser Service Disruption Notice

Dear Customer,

A Telstra network facility in the Redfern area was damaged by third parties in August 2019. To ensure the safety of our people, contractors, access seekers and customers, and in compliance with the *Work Health and Safety Act 2011*, the affected site has been closed to normal activity, until safety inspections have been completed and any safety issues resolved.

How will this affect you?

As a result of the circumstances described above, there has been an interruption to Telstra's normal operations leading to delays in installation and repair activities. We anticipate that the majority of services will be restored by 16 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 **4 September 2019** to **16 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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