

Wholesale CSG Exemption Notification: Severe Weather events impact service in parts of the Lower West, South West, Central Wheat Belt, Great Southern and South Coastal Districts of Western Australia.

The carrier is working to manage the significant impact to services that has occurred as a result of a series of severe weather events in parts of the Lower West, South West, Central Wheat Belt, Great Southern and South Coastal Districts of Western Australia on or about Saturday 14 November 2015..

Due to the effect of damage to the carrier telecommunications network by a low pressure trough, there has been a significant increase in the number of carrier's services being reported as faulty. As a result, there has been some disruption to service and delays to normal installation and repair activities

Carrier apologises to any affected customers. Information as to the nature of these severe weather events can be sourced from Weatherzone at www.weatherzone.com.au. Lightning across the aforementioned districts is detailed within this site for Saturday 14 November 2015; all of which were reported in the news media after the events.

Carrier has identified that the effect of these circumstances may apply to approximately 500 services. Some of these services may not be installed or repaired within carrier's standard time frames. The number of possibly affected services may increase or decrease as carrier assesses the full effect of the severe weather conditions. Based on current information, the resumption date of carrier's normal service operations is expected to be 6 December 2015. This date is indicative only, however, and may be subject to change once the full impact of the extreme weather conditions has been assessed. Carrier regrets any inconvenience caused to

services encompassed in this exemption are in the area bounded by and including, but not limited to, the area starting at Hood Pt following the West Australian coastline clockwise past Cape Knob, Albany and Clifty Head to

Cape Beaufort. The area then heads northeast past Nannup to Noggerup, northwest to Allanson then north past Dwellingup and Bindoon to Marchagee. From Marchagee the area turns northeast to Maya, east to the Goodlands Nature Reserve and southeast to Gabbin then south to Bulyee. The area then heads southeast to Lake Magenta, southwest to Ongerup then southeast back to Hood Pt on the West Australian coastline. All suburbs and towns, off shore islands and coastal areas serviced by carrier 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:

**08 6819 5000 To 08 6819 7999 08 9764 1000 To 08 9782 5999
08 9573 1000 To 08 9574 9999 08 9820 7000 To 08 9862 9999
08 9621 0000 To 08 9654 6999 08 9881 0000 To 08 9892 9999
08 9671 1000 To 08 9692 1999**

As these circumstances were outside of control, Carrier is claiming an extension to time frames applying under the Telecommunications (Customer Service Guarantee) Standard 2011. This means that Carrier is notifying customers that normal service time frames may not be met during the period of **18 November 2015 to 6 December 2015** inclusive (based on 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 Wholesale 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 customer.support@logitel.com.au

Kind Regards,

Logitel Customer Support

Phone: 1300 301 428, 0385545900

Address: 18-20 Dandenong St., Dandenong, VIC 3175

Email: customer.support@logitel.com.au Web: www.logitel.com.au