

**Logitel Operational Announcement: Potential Degradation Notification ( Logitel Shaped ADSL Services in VIC) CORRECTION**

Dear Valued Partner,

Please find below notification of Potential Degradation:

**Start Time:** 14 /06/2016 12:00 AEST

**Finish Time:** TBA

**Current Status:** Unplanned

**Expected Impact:** Medium

**Service Affected:** All Shaped ADSL Services in Victoria

**Description:** Please advise the relevant part of your business that there has been an influx of 'Speed Issue' faults for Logitel Shaped ADSL service in Victoria. This is an unconfirmed event and is being investigated by engineers with the highest priority. We will confirm the status once advised by network team. Please raise the ticket using relative portals in meanwhile.

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 **14 June 2016** till further notice (based on Carrier's estimated recovery schedule correct at the time of publication of this notice).

We apologize for the inconvenience this may cause.

If you have any questions about this announcement, please feel free to contact us at [info@logitel.com.au](mailto:info@logitel.com.au).

Kind Regards,

**The Logitel Team**

Phone: 1300 301 428

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