

## Customer Service Guarantee Exemption Advice

The Illawarra and Surrounding Districts for NSW was impacted by severe storms with heavy rainfall causing flash flooding between Wednesday 29<sup>th</sup> November 2023 to Thursday 30<sup>th</sup> November 2023.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 164 Telstra services maybe impacted.

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

- 02 4221 6400 To 02 4226 6699
- 02 4251 5900 To 02 4268 8499
- 02 4412 3000 To 02 4429 9999
- 02 4441 6900 To 02 4479 4999
- 02 4625 1800 To 02 4659 9999
- 02 4677 3000 To 02 4683 6999
- 02 4720 0000 To 02 4720 0999
- 02 4773 5000 To 02 4775 9999
- 02 4860 0000 To 02 4889 9999
- 02 8738 0000 To 02 8738 9999
- 02 8777 0700 To 02 8796 8999
- 02 9203 3000 To 02 9203 8999
- 02 9426 0000 To 02 9426 6199
- 02 9600 0000 To 02 9616 4999
- 02 9730 0000 To 02 9734 9999
- 02 9753 6000 To 02 9765 9999
- 02 9821 0000 To 02 9828 8999
- 02 9914 0000 To 02 9914 0999

We anticipate that most services will be restored by 22/12/2023. 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.

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 01/12/2023 to 22/12/2023 inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities in the impacted area.

