

Customer Service Guarantee Exemption Advice

The South East Coast Districts for NSW was impacted by severe storms with heavy rainfall causing flash flooding between 29TH November 2023 to 30th 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 182 Telstra services maybe impacted.

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

- 02 4821 0000 To 02 4849 4699
- 02 6118 6000 To 02 6152 7999
- 02 6192 6000 To 02 6295 5499
- 02 6448 0000 To 02 6459 5999
- 02 6493 2000 To 02 6499 9999

We anticipate that most services will be restored by 05/01/2024. 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 05/01/2024 inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities in the impacted area.

