Customer Service Guarantee Exemption Advice

Parts of the Southern Districts for New South Wales was impacted by heavy rain, severe storms and lightning which resulted in localised flooding between 25th December 2023 to 27th December 2023.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 668 Telstra services maybe impacted.

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

• 02 4220 0000	**To**	02 4297 9999
• 02 4412 3000	**To**	02 4429 9999
• 02 4441 0000	**To**	02 4479 9999
• 02 4620 0000	**To**	02 4659 9999
• 02 4677 0000	**To**	02 4684 9999
• 02 4720 0000	**To**	02 4720 0999
• 02 4773 0000	**To**	02 4775 9999
• 02 4820 0000	**To**	02 4849 9999
• 02 4860 0000	**To**	02 4889 9999
• 02 6118 0000	**To**	02 6162 9099
• 02 6191 0000	**To**	02 6299 9999
• 02 6448 0000	**To**	02 6459 9999
• 02 6491 0000	**To**	02 6499 9999
• 02 8700 2700	**To**	02 8738 9999
• 02 8771 2000	**To**	02 8796 9999
• 02 9203 0000	**To**	02 9205 7999
• 02 9426 0000	**To**	02 9426 9999
• 02 9600 0000	**To**	02 9618 9999
• 02 9711 2000	**To**	02 9734 9999
• 02 9753 0000	**To**	02 9765 9999
• 02 9780 4000	**To**	02 9795 8999
• 02 9820 0000	**To**	02 9829 9999
• 02 9844 7000	**To**	02 9844 7999
• 02 9912 6000	**To**	02 9914 3999
• 02 9933 3000	**To**	02 9933 5999
• 03 5158 0000	**To**	03 5161 9999
• 03 5178 7000	**To**	03 5179 8999

We anticipate that most services will be restored by 9th February 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 25th December 2023 to 9th February 2024 inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities in the impacted area.