

Customer Service Guarantee Exemption Advice – 20240117-VIC-S-C-I-MALLEE AND WIMMERA DISTRICTS

Parts of the Horsham, Swan Hill and Mildura districts in Victoria were impacted by severe storms with extreme heavy rainfall and hail resulting in flash flooding between 16th January 2024 to 18th January 2024.

An interruption to Telstra’s normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 143 Telstra services may be impacted.

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

03 4011 0000	To	03 4011 9999
03 4309 8000	To	03 4309 8999
03 4432 2000	To	03 4432 2999
03 5018 0000	To	03 5039 9999
03 5051 0000	To	03 5055 9999
03 5070 1000	To	03 5095 7999
03 5321 9000	To	03 5321 9999
03 5340 2100	To	03 5369 2399
03 5380 0000	To	03 5399 7999
03 5436 5000	To	03 5499 9999
03 5520 0000	To	03 5529 9999
03 5551 0000	To	03 5599 6299

How will this affect you?

We anticipate that most services will be restored by 2nd 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.

In the event this timeframe is extended, a revised notification will be provided.

What else do you need to know?

Due to this extreme weather event, we’re claiming an exemption under section 24 of the Telecommunications (Customer Service Guarantee) Standard 2023, including an exemption from the payment of compensation between 17th January 2024 to 2nd February 2024 inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities in the impacted area.

The exemption process is explained in sections 24–30 of the *Telecommunications (Customer Service Guarantee) Standard 2023*, which can be found on the [Australian Government, Federal Register of Legislation](#) website.

What's next?

You don't need to do anything. We're doing all we can to return to normal operating standards.

To request a copy of the CSG exemption notice, or, for any questions about your service, the CSG exemption, or to ask us to reconsider whether the circumstances are a proper basis for claiming the exemption, please call 132200.

To report a service disruption or fault, please call 132203.

If you're not satisfied with this exemption or our approach to your request, you can contact the Telecommunications Industry Ombudsman.