

## Customer Service Guarantee Exemption Advice – 20240219-NSW-E-C-I-NORTHERN NSW DISTRICTS EXT

We've previously advised of an interruption to Telstra's normal operations, due to the Hunter, Mid North Coast and North Tablelands Districts for New South Wales was impacted by severe thunderstorms resulting in cloud to ground lightning strikes and heavy, locally intense rainfall between 18<sup>th</sup> February 2024 to 20<sup>th</sup> February 2024.

We are continuing to experience ongoing delays in installation and repair activities due to this event. We estimate that as many as 722 Telstra services may be impacted.

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

- 02 4014 0000 To 02 4015 9999
- 02 4028 0000 To 02 4052 7999
- 02 4088 0000 To 02 4088 7999
- 02 4902 0000 To 02 4999 9999
- 02 5524 0000 To 02 5534 3999
- 02 5556 0000 To 02 5556 4999
- 02 5593 8000 To 02 5594 9999
- 02 5620 0000 To 02 5622 9999
- 02 5712 9000 To 02 5712 9999
- 02 5732 8000 To 02 5732 8999
- 02 5775 0000 To 02 5776 9999
- 02 5794 4000 To 02 5794 6999
- 02 6520 0000 To 02 6526 9999
- 02 6537 0000 To 02 6604 9999
- 02 6620 0000 To 02 6705 9999
- 02 6720 0000 To 02 6799 9999
- 07 4653 1236 To 07 4653 9999
- 07 4671 2363 To 07 4677 2999

### How will this affect you?

We anticipate that most services will be restored by 25<sup>th</sup> March 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 the extreme weather conditions, 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 19<sup>th</sup> February 2024 to 25<sup>th</sup> March 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.