

Customer Service Guarantee Exemption Advice – 20240404-NSW-E-C-I-SOUTHERN NSW DISTRICTS

We've previously advised of an interruption to Telstra's normal operations, due parts of the Illawarra and Snowy Mountains Districts of New South Wales were impacted by severe thunderstorms resulting in torrential rainfall, damaging winds and flash flooding from 04th April 2024 to 07th April 2024.

We are continuing to experience ongoing delays in installation and repair activities due to this event. We estimate that as many as 168 Telstra services may be impacted.

Services in the areas 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 4825 8000 To 02 4828 3999
- 02 4845 9000 To 02 4845 9999
- 02 6448 0000 To 02 6459 9999
- 02 6493 7100 To 02 6493 7399

How will this affect you?

We anticipate that most services will be restored by 27th May 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 04th April 2024 to 27th May 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.