

## **Customer Service Guarantee Exemption Advice – 20241118-NSW-E-C-I-RIVERINA AND WESTERN NSW DISTRICTS**

The Riverina, South West Slopes, Central Tablelands, Central West Slopes and Plains Districts for New South Wales were impacted by severe thunderstorms resulting in heavy rainfall exceeding the 10 Year average, hailstones with diameter greater than 2 centimetres, flash flooding and hazardous winds between 16<sup>th</sup> November 2024 to 17<sup>th</sup> November 2024.

An interruption to Telstra’s normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 479 Telstra services may be impacted.

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

- 02 4560 7500 To 02 4567 3099
- 02 4714 7000 To 02 4739 9999
- 02 4751 0000 To 02 4759 9999
- 02 4780 0000 To 02 4788 9999
- 02 5318 8000 To 02 5318 9999
- 02 5335 6000 To 02 5338 5999
- 02 5352 8000 To 02 5358 9999
- 02 5849 4000 To 02 5853 4999
- 02 5881 3000 To 02 5881 9999
- 02 5924 4000 To 02 5976 9999
- 02 6023 2800 To 02 6036 9999
- 02 6065 1000 To 02 6065 1999
- 02 6305 0000 To 02 6305 3999
- 02 6328 8000 To 02 6394 9999
- 02 6521 7000 To 02 6521 7999
- 02 6532 5000 To 02 6532 5999
- 02 6548 0000 To 02 6549 8999
- 02 6801 0000 To 02 6869 9999
- 02 6880 0000 To 02 6898 3999
- 02 6919 7000 To 02 6995 1499
- 03 5882 4200 To 03 5882 6299

### **How will this affect you?**

We anticipate that most services will be restored by 15<sup>th</sup> December 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 18<sup>th</sup> November 2024 to 15<sup>th</sup> December 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.