

Customer Service Guarantee Exemption Advice –20241127-VIC-S-C-I-NORTH CENTRAL DISTRICTS

Parts of North Central districts of Victoria were impacted by large hail, extreme heat, extreme heavy rain and hazardous winds resulting in hail damage and road closures between 27th November 2024 to 29th 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 218 Telstra services may be impacted.

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

- 02 6020 0000 To 02 6081 9999
- 02 6092 0000 To 02 6092 6999
- 02 6940 0000 To 02 6948 5999
- 02 6982 2000 To 02 6982 6999
- 03 4437 6000 To 03 4437 9999
- 03 4808 7000 To 03 4808 9999
- 03 4832 0000 To 03 4832 1999
- 03 5150 8000 To 03 5159 6999
- 03 5178 3000 To 03 5178 3999
- 03 5430 7900 To 03 5433 6999
- 03 5480 0000 To 03 5489 7299
- 03 5720 0000 To 03 5799 9999
- 03 5820 0000 To 03 5833 9999
- 03 5851 0000 To 03 5888 5999
- 03 5957 5000 To 03 5966 8499

How will this affect you?

We anticipate that most services will be restored by 13th 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 27th November 2024 to 13th 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.