

## Customer Service Guarantee Exemption Advice – 20241128-TAS-S-C-I-NORTH WEST DISTRICTS

Parts of the North West of Tasmania were impacted by large hail, extreme heavy rain, flash flooding, hazardous winds and lightning resulting in flooding, fallen trees and road closures between 28<sup>th</sup> November 2024 to 29<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 109 Telstra services may be impacted.

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

- 03 6255 2000 To 03 6257 9999
- 03 6323 0000 To 03 6399 9999
- 03 6420 0000 To 03 6458 9999
- 03 6471 0000 To 03 6475 9999
- 03 6490 0000 To 03 6498 9999

### How will this affect you?

We anticipate that most services will be restored by 20<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 28<sup>th</sup> November 2024 to 20<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.