

## Customer Service Guarantee Exemption Advice – 20241206-NSW-E-C-I-NEW SOUTH WALES DISTRICTS EXT

We've previously advised of an interruption to Telstra's normal operations, due to parts of the Bourke, Castlereagh, Darling, Macquarie-Bogan, Lachlan and Murrumbidgee districts for New South Wales were impacted by severe storms resulting in heavy rainfall exceeding the 10 Year average, hailstones with diameter greater than 2 centimeters, hazardous winds and flash flooding between 6<sup>th</sup> December 2024 to 8<sup>th</sup> December 2024.

We are continuing to experience ongoing delays in installation and repair activities due to this event. We estimate that as many as 104 Telstra services may be impacted.

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

- 02 5834 7000 To 02 5834 9999
- 02 5849 4000 To 02 5853 4999
- 02 5881 3000 To 02 5881 9999
- 02 6305 0000 To 02 6305 3999
- 02 6357 0000 To 02 6358 8699
- 02 6370 0000 To 02 6379 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 6849 9999
- 02 6862 1700 To 02 6898 1299

### How will this affect you?

We anticipate that most services will be restored by 31<sup>st</sup> January 2025. 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 of 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 6<sup>th</sup> December 2024 to 31<sup>st</sup> January 2025 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.