

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

Parts of the Southern Tablelands, Lower and Upper Western, Riverina, Central West Slopes and Plains, Central Tablelands and South West Slopes districts of New South Wales were impacted by severe storms that produced large hailstones, damaging, destructive winds and heavy rainfall resulting in flash flooding between 06th December 2024 to 08th December 2024.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 1048 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 4820 0000      **To**    02 4849 9999
- 02 5106 0000      **To**    02 5109 9999
- 02 5126 0000      **To**    02 5133 4999
- 02 5162 5000      **To**    02 5163 9999
- 02 5318 8000      **To**    02 5318 9999
- 02 5335 6000      **To**    02 5338 5999
- 02 5352 8000      **To**    02 5358 9999
- 02 5834 7000      **To**    02 5834 9999
- 02 5849 4000      **To**    02 5857 9999
- 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 6114 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 6750 5000      **To**    02 6759 5999
- 02 6781 0000      **To**    02 6898 3999

- 02 6919 7000      **To**    02 6995 1499
- 03 5882 4200      **To**    03 5882 6299
- 08 8080 0000      **To**    08 8091 9499

**How will this affect you?**

We anticipate that most services will be restored by 10<sup>th</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 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 06th December 2024 to 10th 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.