

Customer Service Guarantee Exemption Advice – 20241211-NSW-E-C-I- WESTERN RIVERINA DISTRICT

The Western Riverina district of New South Wales was impacted by severe storms that produced large hailstones, damaging, destructive winds and heavy rainfall resulting in flash flooding between 6th December 2024 to 8th 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 26 Telstra services may be impacted.

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

- 02 5971 6000 To 02 5971 6999
- 02 6954 6700 To 02 6968 9999
- 02 6990 0000 To 02 6997 3999
- 03 5020 0300 To 03 5020 6999
- 03 5071 8000 To 03 5072 9999
- 03 5489 2000 To 03 5489 7999
- 03 5880 0000 To 03 5898 4999

How will this affect you?

We anticipate that most services will be restored by 10th 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 11th 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.