

Customer Service Guarantee Exemption Advice – 20241220-VIC-E-B-I- WESTERN VICTORIA REGION

Parts of the Bornes Hill, Moyston and Pomonal Regions for Victoria were impacted by bushfire resulting in damage to homes and Telstra's telecommunication network between 20th December 2024 to 27th 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 41 Telstra services may be impacted.

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

- 03 4431 5500 To 03 4431 5899
- 03 5350 1000 To 03 5368 6999
- 03 5383 6000 To 03 5383 6999
- 03 5421 5000 To 03 5428 9999
- 03 5552 1000 To 03 5552 7999
- 03 5574 0000 To 03 5577 9999
- 03 9746 1000 To 03 9746 1999

How will this affect you?

We anticipate that most services will be restored by 3rd February 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 this event, 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 20th December 2024 to 3rd February 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.