

## Customer Service Guarantee Exemption Advice – 20250115-NSW-E-C-I-SOUTHERN NSW DISTRICTS EXT 2

We've previously advised of an interruption to Telstra's normal operations, due to the Bega and Snowy Mountains Districts for New South Wales were impacted by severe thunderstorms resulting in heavy rainfall exceeding the 10 Year average, hail with diameter greater than 2 centimetres, gale force winds and cloud to ground lightning strikes between 15<sup>th</sup> January 2025 to 16<sup>th</sup> January 2025.

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

- 02 6445 8000 To 02 6460 6999
- 02 6491 0000 To 02 6499 9999
- 03 5158 0000 To 03 5161 9999
- 03 5178 7000 To 03 5179 8999

### How will this affect you?

We anticipate that most services will be restored by 28<sup>th</sup> March 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 15<sup>th</sup> January 2025 to 28<sup>th</sup> March 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.