

Customer Service Guarantee Exemption Advice – 20250115-NSW-S-C-I- SYDNEY METROPOLITAN AND SURROUNDING REGIONS

The Castle Hill, Eastern Suburbs, Hawkesbury, Miranda, Newtown, North Sydney, Northern Beaches, Penrith, Sydney CBD and South West Sydney 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 15th January 2025 to 16th January 2025.

An interruption to Telstra’s normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 300 Telstra services may be impacted.

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

- 02 4560 0000 **To** 02 4588 9999
- 02 4613 2000 **To** 02 4659 9999
- 02 4677 0000 **To** 02 4684 9999
- 02 4720 0000 **To** 02 4738 9999
- 02 4752 0000 **To** 02 4757 4299
- 02 4773 0000 **To** 02 4777 9999
- 02 4860 0000 **To** 02 4889 9999
- 02 7804 8000 **To** 02 7825 9999
- 02 7920 0000 **To** 02 7929 9999
- 02 7958 0000 **To** 02 7958 9999
- 02 8044 5000 **To** 02 8044 9999
- 02 8108 0000 **To** 02 8108 9999
- 02 8202 0000 **To** 02 8204 9999
- 02 8217 0000 **To** 02 8312 9999
- 02 8332 0000 **To** 02 8407 5999
- 02 8422 0000 **To** 02 8448 9999
- 02 8467 0000 **To** 02 8467 9999
- 02 8495 0000 **To** 02 8495 9999
- 02 8508 0000 **To** 02 8596 9999
- 02 8633 0000 **To** 02 8633 9999
- 02 8650 0000 **To** 02 8650 9999
- 02 8664 7000 **To** 02 8672 2999
- 02 8700 0000 **To** 02 8925 9999
- 02 8955 0000 **To** 02 8980 9999
- 02 9019 0000 **To** 02 9020 6099
- 02 9031 0000 **To** 02 9031 9999
- 02 9105 0000 **To** 02 9130 9999
- 02 9144 0000 **To** 02 9153 9999
- 02 9181 0000 **To** 02 9181 9999
- 02 9200 0000 **To** 02 9999 9999

How will this affect you?

We anticipate that most services will be restored by 14th 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 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 15th January 2025 to 14th 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.