

Customer Service Guarantee Exemption Advice – 20250120-NSW-E-C-I-NORTHERN NSW DISTRICTS

Parts of the Mid North Coast, Northern Rivers, Northern Tablelands and Port Macquarie Districts for New South Wales were impacted by severe thunderstorms resulting in heavy rainfall exceeding the 10 year average, hazardous winds, flash flooding and cloud to ground lightning strikes between 18th January 2025 to 20th 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 585 Telstra services may be impacted.

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

- 02 4052 6000 **To** 02 4052 6999
- 02 4916 7000 **To** 02 4916 9999
- 02 4980 8000 **To** 02 4999 7999
- 02 5524 0000 **To** 02 5534 3999
- 02 5547 6000 **To** 02 5556 4999
- 02 5575 5000 **To** 02 5577 6999
- 02 5592 0000 **To** 02 5594 9999
- 02 5620 4000 **To** 02 5622 9999
- 02 5634 2000 **To** 02 5667 4999
- 02 6537 0000 **To** 02 6539 9999
- 02 6550 0000 **To** 02 6569 9999
- 02 6580 0000 **To** 02 6604 9999
- 02 6618 0000 **To** 02 6692 7999
- 02 6734 4400 **To** 02 6739 5999
- 07 5506 0000 **To** 07 5525 4999
- 07 5536 0000 **To** 07 5536 9999
- 07 5565 2000 **To** 07 5569 9799
- 07 5586 6000 **To** 07 5604 9999

How will this affect you?

We anticipate that most services will be restored by 21st 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 20th January 2025 to 21st 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.