

Customer Service Guarantee Exemption Advice – 20250203-VIC-S-B-I-WIMMERA AND SOUTH WEST DISTRICTS

Parts of the Cape Horn, Goroke, Great Otway National Park, Hordern Vale, Kaniva, Lawloit, Miram South, Morea and Peronne Regions for Victoria were impacted by bushfire resulting in damage to homes, damage to Telstra's telecommunication network and road closures between 1st February 2025 to 3rd February 2025.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 37 Telstra services may be impacted.

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

- 03 5230 3000 **To** 03 5239 9999
- 03 5354 6000 **To** 03 5365 6999
- 03 5380 0000 **To** 03 5393 5999
- 03 5552 0000 **To** 03 5552 9999
- 03 5570 1000 **To** 03 5577 4999

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 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 3rd February 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.