

Customer Service Guarantee Exemption Advice – 20250327-NSW-E-C-I-UPPER WESTERN DISTRICTS

Parts of the Bourke and Gwydir West Districts for New South Wales were impacted by severe storms resulting in heavy rainfall exceeding the 10 Year average and flash flooding between 27th March 2025 to 28th March 2025.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 16 Telstra services may be impacted.

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

- 02 5834 7000 To 02 5834 9999
- 02 5852 0000 To 02 5857 9999
- 02 6750 5000 To 02 6759 5999
- 02 6781 0000 To 02 6799 8999
- 02 6817 9000 To 02 6839 3999
- 02 6870 0000 To 02 6874 7999

How will this affect you?

We anticipate that most services will be restored by 9th May 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 27th March 2025 to 9th May 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.