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

Telstra has identified that the effect of these circumstances may apply to

Additionally, some of these regions have also been affected by recent Natural Disaster events. Information as to the nature of these Natural Disasters can be sourced from the BOM and Minister for Police, Corrective Services and Emergency Disaster events. Information as to the nature of these severe weather events can be sourced from the Telecommunications Industry Ombudsman (TIO).

Telstra is working to manage the significant impact to Telstra services that has occurred as a result of a series of extreme weather events in the Sydney Metropolitan, Greater Sydney, Hunter, Illawarra, South Coast, Central Tablelands, South West Slopes, Central West Slopes and Plains districts.

Customer Services Advice from Telstra

Telstra apologises to any affected customers.

If, after calling Telstra on one of the above numbers, you remain unsatisfied with our response to your query, you have the option of raising the matter with the Telecommunications Industry Ombudsman (TIO). Information on the TIO and contact details are available on the Internet (www.tio.com.au) and in the White Pages® telephone directory.