

Customer Service Guarantee Exemption Advice

Parts of the Northern Districts for New South Wales was impacted by heavy rain, severe storms and lightning which resulted in localised flooding and road closures between 21st December 2023 to 26th December 2023.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 1704 Telstra services may be impacted.

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

- 02 4014 0000 **To** 02 4015 9999
- 02 4028 0000 **To** 02 4052 7999
- 02 4088 0000 **To** 02 4088 7999
- 02 4321 0000 **To** 02 4399 9999
- 02 4902 0000 **To** 02 4999 9999
- 02 5524 0000 **To** 02 5534 3999
- 02 5556 0000 **To** 02 5556 4999
- 02 5593 8000 **To** 02 5594 9999
- 02 5620 0000 **To** 02 5622 9999
- 02 5712 9000 **To** 02 5712 9999
- 02 5732 8000 **To** 02 5732 8999
- 02 5775 0000 **To** 02 5776 9999
- 02 5794 4000 **To** 02 5794 6999
- 02 6520 0000 **To** 02 6526 9999
- 02 6537 0000 **To** 02 6604 9999
- 02 6618 0000 **To** 02 6705 9999
- 02 6720 0000 **To** 02 6799 9999
- 02 9973 8000 **To** 02 9973 8999
- 02 9985 0000 **To** 02 9985 9999
- 07 4653 1200 **To** 07 4653 9999
- 07 4671 2300 **To** 07 4677 2999
- 07 5506 0000 **To** 07 5524 9999
- 07 5536 0000 **To** 07 5536 9999
- 07 5565 1000 **To** 07 5569 9799
- 07 5586 6000 **To** 07 5599 9999

We anticipate that most services will be restored by 16th February 2024. 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.

Due to this event, we're claiming an exemption under section 21 of the Telecommunications (Customer Service Guarantee) Standard 2011, including an exemption from the payment of compensation between 21st December 2023 to 16th February 2024 inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities in the impacted area.

