

## Customer Service Guarantee Exemption Advice – 20240219-NSW-E-C-I-SOUTHERN NSW DISTRICTS

The Illawarra, South Coast, Southern Tablelands and Snowy Mountains Districts for New South Wales was impacted by severe thunderstorms resulting in cloud to ground lightning strikes and heavy, locally intense rainfall between 18<sup>th</sup> February 2024 to 20<sup>th</sup> February 2024.

An interruption to Telstra’s normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 282 Telstra services may be impacted.

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

- |                |    |              |
|----------------|----|--------------|
| • 02 4220 0000 | To | 02 4297 9999 |
| • 02 4412 3000 | To | 02 4429 9999 |
| • 02 4441 0000 | To | 02 4479 9999 |
| • 02 4820 0000 | To | 02 4849 9999 |
| • 02 4862 1406 | To | 02 4862 1406 |
| • 02 6118 0000 | To | 02 6162 9011 |
| • 02 6191 0000 | To | 02 6299 9999 |
| • 02 6448 0000 | To | 02 6459 9999 |
| • 02 6491 0000 | To | 02 6499 9999 |
| • 03 5158 0000 | To | 03 5161 9999 |
| • 03 5178 7000 | To | 03 5179 8999 |

### How will this affect you?

We anticipate that most services will be restored by 4<sup>th</sup> March 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.

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 19<sup>th</sup> February 2024 to 4<sup>th</sup> March 2024 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.