

## **Customer Service Guarantee Exemption Advice – 20240416-NSW-E-C-I- NORTH EAST COAST DISTRICTS**

Parts of the Northern Rivers, Mid North Coast, Northern Tablelands and North West Slopes and Plains Districts for New South Wales were impacted by severe thunderstorms resulting in extreme heavy rainfall, large hail stones and hazardous winds between 16<sup>th</sup> April 2024 to 17<sup>th</sup> April 2024.

An interruption to Telstra’s normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 860 Telstra services may be impacted.

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

- 02 4052 6000 **To** 02 4052 6999
- 02 4916 7000 **To** 02 4916 9999
- 02 4980 8000 **To** 02 4999 7999
- 02 5524 0000 **To** 02 5534 3999
- 02 5556 0000 **To** 02 5556 4999
- 02 5594 2000 **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 6537 0000 **To** 02 6539 9999
- 02 6550 0000 **To** 02 6569 9999
- 02 6580 0000 **To** 02 6604 9999
- 02 6618 0000 **To** 02 6705 9999
- 02 6720 0000 **To** 02 6799 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

### **How will this affect you?**

We anticipate that most services will be restored by 13<sup>th</sup> May 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 16<sup>th</sup> April 2024 to 13<sup>th</sup> May 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.