

Customer Service Guarantee Exemption Advice – 20250115-NSW-E-C-I-SOUTH WEST NSW DISTRICTS

The Central West, Riverina, Southern Tablelands and Western Riverina Districts for New South Wales were impacted by severe thunderstorms resulting in heavy rainfall exceeding the 10 Year average, hail with diameter greater than 2 centimetres, gale force winds and cloud to ground lightning strikes between 15th January 2025 to 16th January 2025.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 567 Telstra services may be impacted.

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

- 02 4560 7500 To 02 4567 3099
- 02 4714 7000 To 02 4739 9999
- 02 4751 0000 To 02 4759 9999
- 02 4780 0000 To 02 4788 9999
- 02 4820 0000 To 02 4849 9999
- 02 5106 0000 To 02 5109 9999
- 02 5126 0000 To 02 5133 4999
- 02 5162 5000 To 02 5163 9999
- 02 5318 8000 To 02 5318 9999
- 02 5335 6000 To 02 5338 5999
- 02 5352 8000 To 02 5358 9999
- 02 5924 4000 To 02 5976 9999
- 02 6023 2800 To 02 6036 9999
- 02 6065 1000 To 02 6065 1999
- 02 6114 0000 To 02 6299 9999
- 02 6328 8000 To 02 6394 9999
- 02 6816 0000 To 02 6822 2299
- 02 6850 0000 To 02 6869 9999
- 02 6888 7300 To 02 6898 3999
- 02 6919 7000 To 02 6997 3999
- 03 5020 0300 To 03 5020 6999
- 03 5071 8000 To 03 5072 9999
- 03 5489 2000 To 03 5489 7999
- 03 5880 0000 To 03 5898 4999

How will this affect you?

We anticipate that most services will be restored by 14th February 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 15th January 2025 to 14th February 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.