

Customer Service Guarantee Exemption Advice – 20250519-NSW-E-C-I-MID NORTHERN EAST COAST

The Central Coast, Hunter, Port Macquarie and Mid North Coast Districts for New South Wales were impacted by severe storms resulting in heavy rainfall exceeding the 10 Year average, hazardous winds and flash flood between 18th May 2025 to 21st May 2025. These weather conditions meet one or more of the criteria specified in Schedule 3 of the Telecommunications (Customer Service Guarantee) Standard 2023.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 646 Telstra services may be impacted.

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

- 02 4004 6000 To 02 4015 9999
- 02 4028 0000 To 02 4088 7999
- 02 4306 8000 To 02 4306 9999
- 02 4320 0000 To 02 4399 9999
- 02 4902 0000 To 02 4999 9999
- 02 5524 0000 To 02 5534 3999
- 02 5547 6000 To 02 5556 4999
- 02 5575 5000 To 02 5577 6999
- 02 5592 0000 To 02 5594 9999
- 02 5622 8000 To 02 5622 9999
- 02 5634 2000 To 02 5655 9999
- 02 6520 0000 To 02 6526 9999
- 02 6537 0000 To 02 6604 9999
- 02 6640 0000 To 02 6661 9999
- 02 6690 0000 To 02 6692 7999
- 02 9973 8000 To 02 9973 8999
- 02 9985 0000 To 02 9985 9999

How will this affect you?

We anticipate that most services will be restored by 27th June 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 19th May 2025 to 27th June 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.