

## **Customer Service Guarantee Exemption Advice – 20250701-NSW-E-C-I-NEW ENGLAND AND NORTH EAST DISTRICTS**

Parts of the New England, Northern Rivers and Regional North East Districts for New South Wales were impacted by an east coast low resulting in heavy rainfall exceeding the 10 year average, large waves, hazardous winds and localised flash flooding between 1<sup>st</sup> July 2025 to 3<sup>rd</sup> July 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 530 Telstra services may be impacted.

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

- 02 5620 4000 To 02 5620 4999
- 02 5646 1000 To 02 5646 2999
- 02 5665 7000 To 02 5667 4999
- 02 5712 9000 To 02 5712 9999
- 02 5732 8000 To 02 5732 8999
- 02 5748 5000 To 02 5760 3999
- 02 5774 8000 To 02 5779 2999
- 02 5794 4000 To 02 5794 6999
- 02 6618 0000 To 02 6649 7899
- 02 6660 0000 To 02 6689 9999
- 02 6701 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 5525 4999
- 07 5536 0000 To 07 5536 9999
- 07 5565 2000 To 07 5569 9799
- 07 5586 6000 To 07 5604 9999

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

We anticipate that most services will be restored by 18<sup>th</sup> July 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 1<sup>st</sup> July 2025 to 18<sup>th</sup> July 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.