

Customer Service Guarantee Exemption Advice – 20250701-NSW-E-C-I- SYDNEY METROPOLITAN DISTRICTS

Parts of the Castle Hill, Eastern Suburbs, Miranda, Newtown, North Sydney, Northern Beaches and Sydney CBD Districts for New South Wales were impacted by an east coast low resulting in heavy rainfall exceeding the 10 year average, hazardous winds and localised flash flooding between 1st July 2025 to 3rd 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 96 Telstra services may be impacted.

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

- 02 7804 8000 To 02 7825 9999
- 02 7920 0000 To 02 7929 9999
- 02 7958 0000 To 02 7958 9999
- 02 8044 5000 To 02 8044 9999
- 02 8202 0000 To 02 8204 9999
- 02 8217 0000 To 02 8312 9999
- 02 8332 0000 To 02 8407 5999
- 02 8422 0000 To 02 8448 9999
- 02 8467 0000 To 02 8467 9999
- 02 8495 0000 To 02 8495 9999
- 02 8508 0000 To 02 8596 9999
- 02 8633 0000 To 02 8633 9999
- 02 8650 0000 To 02 8650 9999
- 02 8664 7000 To 02 8672 2999
- 02 8700 0000 To 02 8777 7999
- 02 8799 0000 To 02 8925 9999
- 02 8955 0000 To 02 8980 9999
- 02 9019 0000 To 02 9020 6099
- 02 9031 0000 To 02 9031 9999
- 02 9105 0000 To 02 9130 9999
- 02 9144 0000 To 02 9153 9999
- 02 9181 0000 To 02 9181 9999
- 02 9200 0000 To 02 9999 9999

How will this affect you?

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