

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

Parts of the Hawkesbury, Penrith and South West Sydney 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 312 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 0000 To 02 4588 9999
- 02 4613 2000 To 02 4659 9999
- 02 4677 0000 To 02 4684 9999
- 02 4720 0000 To 02 4738 9999
- 02 4752 0000 To 02 4757 4299
- 02 4773 0000 To 02 4777 9999
- 02 4860 0000 To 02 4889 9999
- 02 8108 0000 To 02 8108 9999
- 02 8664 9000 To 02 8671 9999
- 02 8700 2700 To 02 8738 9999
- 02 8771 2000 To 02 8825 3999
- 02 8856 6000 To 02 8856 9999
- 02 8867 3000 To 02 8869 9999
- 02 8882 0000 To 02 8887 8699
- 02 9203 0000 To 02 9208 9999
- 02 9421 0000 To 02 9426 9999
- 02 9600 0000 To 02 9629 8099
- 02 9652 0000 To 02 9658 3999
- 02 9670 0000 To 02 9679 9999
- 02 9711 2000 To 02 9734 9999
- 02 9753 0000 To 02 9765 9999
- 02 9780 2700 To 02 9796 9399
- 02 9820 0000 To 02 9864 9999
- 02 9912 5000 To 02 9920 9999
- 02 9933 3000 To 02 9933 7999

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.