

Customer Service Guarantee Exemption Advice – 20250715-NT-S-F-I- NORTHERN TERRITORY DISTRICTS

The Alice Springs, Alice Springs Remote, Darwin, Katherine, Katherine Remote, Nhulunbuy Arnhem, Tennant Creek Remote and Top End Remote Districts for Northern Territory were impacted by an aviation related incident resulting in Telstra's inability to install and repair fixed telephone services between 14th July 2025 to 15th July 2025.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 38 Telstra services may be impacted.

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

- 08 7922 0000 To 08 7938 2999
- 08 7951 1000 To 08 7951 3999
- 08 7969 1000 To 08 7979 5999
- 08 8913 5000 To 08 8999 9999

How will this affect you?

We anticipate that most services will be restored by 21st 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 this event, 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 July 2025 to 21st 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.