

Customer Service Guarantee Exemption Advice – 20251125-NSW-E-C-I-HUNTER DISTRICT

Parts of the Cessnock, Dungog, Lake Macquarie, Maitland, Newcastle, Port Stephens and Singleton local government areas of the Hunter District for New South Wales, were impacted by severe thunderstorms resulting in heavy rain, hazardous wind gusts and cloud to ground lightning strikes between 25th November 2025 to 26th November 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 135 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 4902 0000 To 02 4999 9999
- 02 5593 8000 To 02 5594 5999
- 02 6520 0000 To 02 6526 9999
- 02 6540 0000 To 02 6549 9999
- 02 6570 0000 To 02 6579 9999

How will this affect you?

We anticipate that most services will be restored by 19th December 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 25th November 2025 to 19th December 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.