

Customer Service Guarantee Exemption Advice – 20251125-NSW-E-C-I-NORTHERN NSW DISTRICTS EXT

We've previously advised of an interruption to Telstra's normal operations, due to parts of the Coffs Harbour, Kempsey, Nambucca Valley, Bellingen, Ballina, Byron, Clarence Valley, Kyogle, Lismore, Richmond Valley, Tweed Tenterfield, Glen Innes Severn, Inverell, Armidale Regional, Walcha, Tamworth Regional, Gwydir, Moree Plains, and Narrabri local government areas 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.

We are continuing to experience ongoing delays in installation and repair activities due to this event. We estimate that as many as 302 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 5622 9999
- 02 5634 2000 To 02 5667 4999
- 02 6560 0000 To 02 6569 9999
- 02 6597 0000 To 02 6604 9999
- 02 6618 0000 To 02 6692 7999
- 02 6734 4400 To 02 6739 5999
- 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 16th January 2026. 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 16th January 2026 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.