

## Customer Service Guarantee Exemption Advice – 20251210-TAS-S-B-I-NORTH EAST AND CENTRAL DISTRICTS

Parts of the Break O'Day Council, Northern Midlands Council, Glamorgan–Spring Bay and Southern Midlands local government areas of Tasmania were impacted by out-of-control bushfires resulting in Telstra's inability to install and repair fixed telephone services between 10<sup>th</sup> December 2025 to 12<sup>th</sup> December 2025.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 7 Telstra services may be impacted.

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

- 03 6255 5000 To 03 6255 5999
- 03 6372 0000 To 03 6390 6199

### How will this affect you?

We anticipate that most services will be restored by 6<sup>th</sup> 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 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 10<sup>th</sup> December 2025 to 6<sup>th</sup> 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.