

## Customer Service Guarantee Exemption Advice – 20260106-VIC-S-B-I-CENTRAL VICTORIA DISTRICTS EXT

We've previously advised of an interruption to Telstra's normal operations, due to the Strathbogie Shire, Towong Shire, Mitchell Shire and Murrindindi Shire local government areas for the Central Districts of Victoria, being impacted by out-of-control bushfires resulting in Telstra's inability to install and repair fixed telephone services between 6<sup>th</sup> January 2026 to 8<sup>th</sup> January 2026.

We are continuing to experience ongoing delays in installation and repair activities due to this event. We estimate that as many as 10 Telstra services may be impacted.

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

- 02 6029 2400 To 02 6037 9999
- 02 6050 8000 To 02 6050 8999
- 02 6070 1000 To 02 6077 5999
- 03 5735 0000 To 03 5736 8999
- 03 5770 7000 To 03 5773 9999
- 03 5789 1300 To 03 5799 9999

### How will this affect you?

We anticipate that most services will be restored by 06<sup>th</sup> February 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 6<sup>th</sup> January 2026 to 6<sup>th</sup> February 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.