

## **Customer Service Guarantee Exemption Advice – 20260109-VIC-S-B-I- GREATER VICTORIA DISTRICTS**

Parts of the Murrindindi Shire, Mansfield Shire, Towong Shire, Strathbogie Shire, East Gippsland Shire, Moira Shire, Nillumbik Shire, Golden Plains Shire, Colac Otway Shire, Mount Alexander Shire, Mildura Rural City and Horsham Rural City local government areas for Victoria were impacted by out-of-control bushfires resulting Telstra's inability to install and repair fixed telephone services between 9<sup>th</sup> January 2026 to 12<sup>th</sup> January 2026.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 61 Telstra services may be impacted.

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

- 02 6020 0000 To 02 6020 1999
- 02 6050 6000 To 02 6052 8999
- 02 6064 3000 To 02 6077 9999
- 03 4321 7000 To 03 4321 9999
- 03 5084 1000 To 03 5095 7999
- 03 5140 1000 To 03 5145 8999
- 03 5157 1000 To 03 5157 6999
- 03 5199 2600 To 03 5199 2999
- 03 5220 9000 To 03 5239 9999
- 03 5284 1000 To 03 5286 9999
- 03 5321 1000 To 03 5321 9999
- 03 5333 7100 To 03 5369 9999
- 03 5381 0000 To 03 5389 9299
- 03 5425 3000 To 03 5425 3999
- 03 5439 3800 To 03 5439 6999
- 03 5470 4000 To 03 5479 8999
- 03 5594 3000 To 03 5594 4999
- 03 5732 9000 To 03 5736 9999
- 03 5759 0000 To 03 5797 9999
- 03 5865 1000 To 03 5875 7999
- 03 5957 0000 To 03 5966 8999
- 03 9710 0000 To 03 9717 4499

### **How will this affect you?**

We anticipate that most services will be restored by 31<sup>st</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 9<sup>th</sup> January 2026 to 31<sup>st</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.