

## **Customer Service Guarantee Exemption Advice – 20260119-NSW-E-C-I- HAWKSBURY AND CENTRAL TABLELANDS DISTRICTS**

Parts of the Hawkesbury City Council, Bathurst Regional Council, Blayney Shire Council, Cabonne Council, Cowra Council, Forbes Shire Council, Lachlan Shire Council, Lithgow City Council, Mid-Western Regional Council, Oberon Council, Orange City Council, Parkes Shire Council and Weddin Shire Council local government areas for New South Wales were impacted by severe thunderstorms resulting in heavy rain, hazardous wind gusts, cloud to ground lightning strikes, localised flooding and road closures between 17<sup>th</sup> January 2026 to 18<sup>th</sup> January 2026. 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 152 Telstra services may be impacted.

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

- 02 4560 0000 **To** 02 4588 9999
- 02 4714 7000 **To** 02 4739 9999
- 02 4751 0000 **To** 02 4759 9999
- 02 4780 0000 **To** 02 4788 9999
- 02 5318 8000 **To** 02 5318 9999
- 02 5335 6000 **To** 02 5338 5999
- 02 5352 8000 **To** 02 5358 9999
- 02 5970 0000 **To** 02 5970 9999
- 02 6328 8000 **To** 02 6376 1299
- 02 6390 0000 **To** 02 6394 9999
- 02 6816 0000 **To** 02 6822 2299
- 02 6850 0000 **To** 02 6869 9999
- 02 6888 7300 **To** 02 6898 3999
- 02 6970 5000 **To** 02 6975 3999
- 02 6989 0000 **To** 02 6989 0999
- 02 9652 0000 **To** 02 9658 3999

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

We anticipate that most services will be restored by 6<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 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 19<sup>th</sup> February 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.