

Customer Service Guarantee Exemption Advice – 20260126-VIC-S-B-I- REGIONAL VICTORIA DISTRICTS

Parts of the Alpine Shire, Benalla Rural City, City of Greater Bendigo, East Gippsland Shire, City of Greater Geelong, Mansfield Shire, Mildura Rural City, Moira Shire, Mitchell Shire, Mount Alexander Shire, Murrindindi Shire, Nillumbik Shire, Strathbogie Shire, Towong Shire, Wellington Shire and Yarra Ranges Shire local government areas for Victoria were impacted by out-of-control bushfires resulting in Telstra’s inability to install and repair fixed telephone services between 26th January 2026 to 28th 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 86 Telstra services may be impacted.

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

- 02 5000 6000 To 02 5028 3999
- 02 6001 6000 To 02 6037 9999
- 02 6050 6000 To 02 6089 7999
- 03 4100 7000 To 03 4165 4999
- 03 4200 0000 To 03 4252 9999
- 03 4311 5400 To 03 4341 4999
- 03 4373 5000 To 03 4373 5999
- 03 4700 0000 To 03 4724 1999
- 03 5100 4000 To 03 5118 1999
- 03 5138 6000 To 03 5167 8999
- 03 5178 1000 To 03 5242 6999
- 03 5263 0000 To 03 5269 5999
- 03 5284 1000 To 03 5323 2799
- 03 5340 1000 To 03 5342 5999
- 03 5366 8000 To 03 5378 4999
- 03 5399 8000 To 03 5399 9999
- 03 5596 0000 To 03 5596 9999
- 03 5700 0000 To 03 5799 9999
- 03 5901 6000 To 03 5939 3999
- 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 20th 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 26th January 2026 to 20th 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.