

## **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, Colac Otway Shire, Corangamite Shire, East Gippsland Shire, Golden Plains Shire, City of Greater Geelong, Mansfield Shire, Mildura Rural City, Moira Shire, Mitchell Shire, Mount Alexander Shire, Murrindindi Shire, Nillumbik Shire, Rural City of Horsham, Pyrenees Shire, Surf Coast Shire, Strathbogie Shire, Southern Grampians Shire, Towong Shire, Wellington Shire, Yarra Ranges Shire and Yarriambiack 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 26<sup>th</sup> January 2026 to 28<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 90 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 6037 9999
- 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 5162 9999
- 03 5178 1000 **To** 03 5178 3999
- 03 5199 2600 **To** 03 5199 2999
- 03 5220 0000 **To** 03 5239 9999
- 03 5263 0000 **To** 03 5267 9999
- 03 5284 1000 **To** 03 5289 9999
- 03 5321 1000 **To** 03 5321 9999
- 03 5333 7100 **To** 03 5369 9999
- 03 5380 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 5552 9000 **To** 03 5558 3999
- 03 5570 1000 **To** 03 5582 0299
- 03 5593 8000 **To** 03 5597 0999
- 03 5732 9000 **To** 03 5736 9999
- 03 5759 0000 **To** 03 5799 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 20<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 26<sup>th</sup> January 2026 to 20<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.