

Customer Service Guarantee Exemption Advice – 20260223-NT-S-C-I-CENTRAL AUSTRALIA REGION EXT 2

We've previously advised of an interruption to Telstra's normal operations, as parts of the Alice Springs township (Alice Springs Town Council area), surrounding remote areas including the Simpson district (MacDonnell Regional Council area), and the southern parts of the Barkly district and adjacent far southern Barkly areas around Tennant Creek (Barkly Regional Council area) in Northern Territory, were impacted by severe rainfall resulting in flooding and road closures between 21st February 2026 to 24th February 2026.

We are continuing to experience ongoing delays in installation and repair activities due to this event. We estimate that as many as 5 Telstra services may be impacted.

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

- 08 7900 6000 To 08 7926 6999
- 08 7939 2000 To 08 7949 7999
- 08 8906 9000 To 08 8934 0999
- 08 8952 0700 To 08 8969 2199
- 08 8990 4000 To 08 8996 1999

How will this affect you?

We anticipate that most services will be restored by 29th May 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 23rd February 2026 to 29th May 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.