

Customer Service Guarantee Exemption Advice – **20260323-NT-S-B-I-NORTHERN DISTRICTS EXT**

We've previously advised of an interruption to Telstra's normal operations, as parts of the Darwin, Palmerston, Litchfield, East Arnhem, Anindilyakwa, Roper Gulf, Victoria Daly and Katherine local government areas in the Northern Territory, were impacted by a severe tropical cyclone resulting in destructive winds, heavy rainfall, flooding and road closures between 22nd March 2026 to 24th March 2026. These weather conditions meet one or more of the criteria specified in Schedule 3 of the Telecommunications (Customer Service Guarantee) Standard 2023.

We are continuing to experience ongoing delays in installation and repair activities due to this event. We estimate that as many as 48 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 1000 **To** 08 7951 3999
- 08 7969 5000 **To** 08 7999 9999
- 08 8900 0000 **To** 08 8999 9999

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 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 23rd March 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.