

Customer Service Guarantee Exemption Advice – 20260325-SA-S-C-I- FLINDERS & NTH PASTORAL DISTRICTS

Parts of the local government areas of the Flinders Ranges, Port Augusta, Mount Remarkable, Orroroo Carrieton, Peterborough, Roxby Downs and Coober Pedy councils, and parts of the Outback Communities Authority areas and the APY and Maralinga Tjarutja lands for South Australia, were impacted by prolonged rainfall resulting in localised flooding and road closures between 25th March 2026 to 26th March 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 10 Telstra services may be impacted.

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

- 08 7601 1000 To 08 7666 4499
- 08 7800 7000 To 08 7807 2999
- 08 7817 8000 To 08 7828 0999
- 08 8600 0000 To 08 8620 9799
- 08 8631 0000 To 08 8698 4999
- 08 8802 3000 To 08 8818 0999
- 08 8830 1000 To 08 8830 1999
- 08 8842 1400 To 08 8842 4299
- 08 8856 0000 To 08 8856 0999
- 08 8870 4000 To 08 8895 8999

How will this affect you?

We anticipate that most services will be restored by 10th April 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 25th March 2026 to 10th April 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.