Customer Service Guarantee Exemption Advice – 20260812-SA-S-A-I-UPPER SOUTH EAST DISTRICT EXT 2

We've previously advised of an interruption to Telstra's normal operations, as parts of the Bordertown exchange area in South Australia was impacted by damage to Telstra Exchange building due to termites resulting in Telstra is unable to connect for repair services due to inaccessibility to the exchange building between 12th August 2026 to 12th August 2026.

We are continuing to experience ongoing delays in installation and repair activities due to this event. 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 7700 2000 **To** 08 7713 0999
- 08 7726 6000 **To** 08 7726 7999
- 08 7738 5000 **To** 08 7739 7999
- 08 8700 6000 **To** 08 8702 9999
- 08 8722 3000 **To** 08 8722 3999
- 08 8732 6000 **To** 08 8753 7299
- 08 8770 1000 **To** 08 8795 1999

How will this affect you?
We anticipate that most services will be restored by 30th November 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 12th August 2026 to 30th November 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.