



TELSTRA GROUP LIMITED

Telstra Submission to DITRDCA Consultation on Extending the Customer Service Guarantee instruments

March 2026



Submission to DITRDCA consultation on extending the CSG

Telstra welcomes the opportunity to respond to the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts' (DITRDCA) consultation on extending the existing Customer Service Guarantee (CSG) instruments.¹

The CSG was introduced in 1997 with an overarching objective that remains relevant today: to provide consumer protection in key areas of fixed voice service delivery - connections, fault rectification and appointments - and thereby maximise service continuity.

In association with the 2023 thematic review, Telstra supported a three-year review timeframe² and consistent with that position, supports the DITRDCA's proposal to extend the CSG instruments for a further three years until 31 August 2029. Having regard to the nature and timing of this consultation - under which the existing CSG instruments are due to cease on 31 August 2026 - Telstra is not seeking to propose amendments to the existing CSG instruments to improve their functionality in the short term, with the following exception.

The CSG framework establishes minimum retail performance benchmarks linked to the CSG Standard. Under the current instrument, providers supplying more than 100,000 CSG eligible services are required to achieve at least 90 per cent compliance with the individual CSG timeframes set out in the CSG Standard. The benchmarks also include location specific thresholds to reflect differing service delivery challenges across urban, rural and remote areas of Australia.

Telstra has continued to meet these benchmarks even as the customer base to which they apply has changed and reduced over time, to the point that the method of calculating compliance with the benchmark is no longer fit for purpose, because in a low volume environment even a single miss can mean the difference between achieving and missing a benchmark. This issue does need to be addressed, and Telstra will seek to engage the DITRDCA on this before the instrument is rolled over.

¹ [Extending the Customer Service Guarantee instruments | Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts](#)

² Telstra submission to DITRDCA Thematic review of the Customer Service Guarantee (CSG) Consultation Paper, pages 4 & 8, [TELSTRA GROUP LIMITED](#)