

## Customer Service Guarantee Exemption Advice – 20240325-QLD-E-C-I- WESTERN DISTRICTS

Parts of the Longreach and Mt Isa regions for Queensland was impacted by severe thunderstorms resulting in heavy rainfall, cloud to ground lightning strikes, localised flooding and road closures between 23<sup>rd</sup> March 2024 to 26<sup>th</sup> March 2024.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 33 Telstra services may be impacted.

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

- 07 4437 0000 To 07 4442 7999
- 07 4563 9000 To 07 4569 9999
- 07 4621 6000 To 07 4621 7999
- 07 4650 1000 To 07 4658 9999
- 07 4740 0000 To 07 4749 9999
- 07 4762 0000 To 07 4777 4599
- 07 4884 7000 To 07 4884 7999
- 07 4981 9000 To 07 4987 0999

### How will this affect you?

We anticipate that most services will be restored by 3<sup>rd</sup> May 2024. 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 25<sup>th</sup> March 2024 to 3<sup>rd</sup> May 2024 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.