

## **Customer Service Guarantee Exemption Advice – 20240405-QLD-E-C-I-MARANOA WARREGO AND CHANNEL COUNTRY EXT 2**

We've previously advised of an interruption to Telstra's normal operations, due parts of the Roma-Miles, Charleville and St George regions of Queensland were impacted by severe thunderstorms, resulting in heavy rainfall, localised flooding caused by overflowing rivers and road closures from 05<sup>th</sup> April 2024 to 07<sup>th</sup> April 2024.

We are continuing to experience ongoing delays in installation and repair activities due to this event. We estimate that as many as 98 Telstra services may be impacted.

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

- 07 4527 5000 **To** 07 4527 5999
- 07 4558 0000 **To** 07 4579 9999
- 07 4593 2000 **To** 07 4596 7999
- 07 4620 1000 **To** 07 4629 9999
- 07 4646 8000 **To** 07 4693 0199

### **How will this affect you?**

We anticipate that most services will be restored by 9<sup>th</sup> July 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 05<sup>th</sup> April 2024 to 9<sup>th</sup> July 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.