

## **Customer Service Guarantee Exemption Advice – 20240408-QLD-E-C-I-SOUTH EAST DISTRICTS EXT 2**

We've previously advised of an interruption to Telstra's normal operations, due to parts of the South East Regions and Darling Downs districts of Queensland were impacted by severe thunderstorms resulting in heavy rainfall, flash flooding and road closures from 06<sup>th</sup> April 2024 to 08<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 597 Telstra services may be impacted.

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

- 07 3086 3500 **To** 07 3086 3999
- 07 3200 0000 **To** 07 3205 4199
- 07 3283 0000 **To** 07 3297 7999
- 07 3380 3200 **To** 07 3385 9999
- 07 3400 0000 **To** 07 3410 9999
- 07 3425 0000 **To** 07 3425 9999
- 07 3478 4000 **To** 07 3491 9999
- 07 3802 0000 **To** 07 3826 4399
- 07 3880 0000 **To** 07 3897 8999
- 07 4160 0000 **To** 07 4189 9999
- 07 4565 3000 **To** 07 4578 2999
- 07 4592 5000 **To** 07 4596 9999
- 07 4612 0000 **To** 07 4639 9999
- 07 4650 9000 **To** 07 4699 9999
- 07 5321 0000 **To** 07 5373 9999
- 07 5390 0000 **To** 07 5390 9999
- 07 5401 0000 **To** 07 5505 9999
- 07 5540 0000 **To** 07 5549 8999
- 07 5567 0000 **To** 07 5567 9999
- 07 5609 9500 **To** 07 5618 7999
- 07 5646 0000 **To** 07 5646 2999

### **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 08<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.