

Customer Service Guarantee Exemption Advice – 20240408-QLD-E-C-I-SOUTH EAST DISTRICTS

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 06th April 2024 to 08th April 2024.

We are continuing to experience ongoing delays in installation and repair activities due to this event. We estimate that as many as 628 Telstra services may be impacted.

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

- 07 3000 0100 To 07 3037 4099
- 07 3055 2000 To 07 3055 6999
- 07 3066 0000 To 07 3075 4999
- 07 3086 3500 To 07 3086 3999
- 07 3109 0000 To 07 3109 7999
- 07 3131 0000 To 07 3131 8099
- 07 3200 0000 To 07 3437 9999
- 07 3452 9600 To 07 3457 8899
- 07 3470 0000 To 07 3514 9999
- 07 3550 0000 To 07 3552 9999
- 07 3601 0300 To 07 3608 6999
- 07 3620 0000 To 07 3667 6999
- 07 3700 9000 To 07 3728 4999
- 07 3802 0000 To 07 3918 4999
- 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 7th June 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 08th April 2024 to 7th June 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.