

## Customer Service Guarantee Exemption Advice – 20250324-QLD-E-C-I- CENTRAL WEST DISTRICTS EXT

We've previously advised of an interruption to Telstra's normal operations, due to the Longreach and Mt Isa Remote Regions for Queensland were impacted by severe storm resulting in heavy rainfall exceeding the 10 Year average, flash flooding and road closures between 24<sup>th</sup> March 2025 to 26<sup>th</sup> March 2025. These weather conditions meet one or more of the criteria specified in Schedule 3 of the Telecommunications (Customer Service Guarantee) Standard 2023.

We are continuing to experience ongoing delays in installation and repair activities due to this event. We estimate that as many as 20 Telstra services may be impacted.

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

- 07 4437 7000 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 4742 0000 To 07 4748 9999
- 07 4762 0000 To 07 4769 6999
- 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 20<sup>th</sup> June 2025. 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 24<sup>th</sup> March 2025 to 20<sup>th</sup> June 2025 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.