

Customer Service Guarantee Exemption Advice – 20251027-QLD-E-C-I-DARLING DOWNS DISTRICTS

Part of the Darling Downs and Granite Belt Districts for Queensland were impacted by severe thunderstorms resulting in large hail, being hail with a diameter of at least 2 centimetres, heavy rainfall, being rainfall that exceeds the 10 year average recurrence interval, flash flooding, lightning, being 'cloud to ground' lightning strikes and Hazardous winds, being gale force winds (10 minute mean winds of at least 63 kilometres per hour) or gusts of wind of at least 90 kilometres per hour between 26th October 2025 to 29th October 2025. These weather conditions meet one or more of the criteria specified in Schedule 3 of the Telecommunications (Customer Service Guarantee) Standard 2023.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 61 Telstra services may be impacted.

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

- 07 4160 0000 To 07 4189 9999
- 07 4336 2000 To 07 4336 9999
- 07 4565 4000 To 07 4577 9999
- 07 4591 0000 To 07 4596 9999
- 07 4612 0000 To 07 4639 9999
- 07 4659 0000 To 07 4699 9999
- 07 5233 7000 To 07 5233 8999
- 07 5321 0000 To 07 5322 8399
- 07 5361 0000 To 07 5364 1999
- 07 5375 3000 To 07 5375 4999
- 07 5410 9000 To 07 5427 9999
- 07 5460 0000 To 07 5468 9999
- 07 7500 6000 To 07 7504 0999
- 07 7514 5000 To 07 7515 9999

How will this affect you?

We anticipate that most services will be restored by 7th November 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 27th October 2025 to 7th November 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.