

## Customer Service Guarantee Exemption Advice – 20251222-QLD-E-C-I-NORTH GOLDFIELDS DISTRICTS EXT 2

We've previously advised of an interruption to Telstra's normal operations, due to parts of the Etheridge Shire Council and Charters Towers Regional Council local government areas for Queensland were impacted by severe storms resulting in heavy rainfall and flash flooding between 22<sup>nd</sup> December 2025 to 23<sup>rd</sup> December 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 22 Telstra services may be impacted.

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

- 07 4002 3000 To 07 4029 7999
- 07 4047 0000 To 07 4049 7999
- 07 4062 0000 To 07 4097 9999
- 07 4200 2000 To 07 4257 0999
- 07 4270 3000 To 07 4278 4999
- 07 4400 9000 To 07 4464 3999
- 07 4703 0000 To 07 4719 4999
- 07 4730 8000 To 07 4741 9999
- 07 4752 0000 To 07 4770 6999
- 07 4787 0000 To 07 4797 7999

### How will this affect you?

We anticipate that most services will be restored by 31<sup>st</sup> March 2026. 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 22<sup>nd</sup> December 2025 to 31<sup>st</sup> March 2026 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.