

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

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.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 29 Telstra services may be impacted.

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

- 07 4062 0000 To 07 4062 9999
- 07 4079 9000 To 07 4097 9999
- 07 4252 1000 To 07 4252 1999
- 07 4741 0000 To 07 4741 9999
- 07 4752 0000 To 07 4770 6999
- 07 4787 0000 To 07 4793 1999

### How will this affect you?

We anticipate that most services will be restored by 23<sup>rd</sup> January 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 23<sup>rd</sup> January 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.