

## **Customer Service Guarantee Exemption Advice – 20260212-QLD-E-C-I-DARLING DOWNS AND SOUTH WEST REGION EXT**

We've previously advised of an interruption to Telstra's normal operations, as parts of the Goondiwindi Regional Council, Southern Downs Regional Council, Toowoomba Regional Council, Western Downs Regional Council, Maranoa Region, Shire of Balonne, Shire of Paroo, Shire of Murweh, Shire of Bulloo and Shire of Quilpie local government areas of the Darling Downs and Granite Belt Districts for Queensland were impacted by severe storms resulting in heavy rainfall and cloud to ground lightning strikes between 12<sup>th</sup> February 2026 to 16<sup>th</sup> February 2026. 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 117 Telstra services may be impacted.

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

- 07 4101 0000 **To** 07 4119 9999
- 07 4133 1000 **To** 07 4199 9999
- 07 4301 4000 **To** 07 4336 9999
- 07 4348 5000 **To** 07 4363 2999
- 07 4373 4000 **To** 07 4373 4999
- 07 4500 0000 **To** 07 4646 4999
- 07 4659 0000 **To** 07 4699 9999
- 07 5200 5000 **To** 07 5241 6999
- 07 5302 0000 **To** 07 5364 1999
- 07 5375 3000 **To** 07 5377 7999
- 07 5400 7000 **To** 07 5427 9999
- 07 5460 0000 **To** 07 5468 9999
- 07 7500 0000 **To** 07 7545 0999
- 07 7577 7000 **To** 07 7577 7999

### **How will this affect you?**

We anticipate that most services will be restored by 17<sup>th</sup> April 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 12<sup>th</sup> February 2026 to 17<sup>th</sup> April 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.