

Customer Service Guarantee Exemption Advice – 20260218-QLD-E-C-I-SOUTH WEST QUEENSLAND DISTRICTS EXT

We've previously advised of an interruption to Telstra's normal operations, as parts of the Barcoo, Paroo and Bulloo local government areas for Queensland were impacted by intense rainfall resulting in localised flooding and road closures between 18th February 2026 to 19th 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 10 Telstra services may be impacted.

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

- 07 4501 1000 To 07 4502 5999
- 07 4515 0100 To 07 4530 8999
- 07 4561 3000 To 07 4564 2999
- 07 4584 5000 To 07 4589 4199
- 07 4607 5000 To 07 4607 5999
- 07 4618 9000 To 07 4621 9999
- 07 4654 2800 To 07 4656 6999
- 07 7503 5000 To 07 7503 5999
- 07 7513 9000 To 07 7514 1999
- 07 7529 3000 To 07 7529 3999
- 07 7540 1000 To 07 7540 1999

How will this affect you?

We anticipate that most services will be restored by 8th 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 18th February 2026 to 8th 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.