

Customer Service Guarantee Exemption Advice –20260630-QLD-E-C-I- CENTRAL WEST DISTRICT

Parts of Longreach District in Queensland was impacted by a severe storm resulting in heavy rainfall, flash flooding and road closures between 30th June 2026 to 30th June 2026. 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 13 Telstra services may be impacted.

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

- 07 4507 8000 To 07 4537 0999
- 07 4552 2000 To 07 4589 4399
- 07 4601 8000 To 07 4610 5999
- 07 4640 1000 To 07 4658 9999
- 07 4800 0300 To 07 4809 7999
- 07 4848 3000 To 07 4848 3999
- 07 4859 1300 To 07 4859 1399
- 07 4869 4000 To 07 4869 4999
- 07 4899 9000 To 07 4900 7999
- 07 4917 3000 To 07 4917 3999
- 07 4981 9000 To 07 4987 0999
- 07 7519 9000 To 07 7540 5999

How will this affect you?

We anticipate that most services will be restored by 31st July 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 30th June 2026 to 31st July 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.