

Customer Service Guarantee Exemption Advice

The North West BOM District for Queensland was impacted by severe storms with heavy rainfall resulting in localised flooding and road closures between Sunday 2 July 2023 to Thursday 6 July 2023.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 10 Telstra services are impacted.

We anticipate that most services will be restored by 7 August 2023. 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.

Due to this event, we're claiming an exemption under section 21 of the Telecommunications (Customer Service Guarantee) Standard 2011, including an exemption from the payment of compensation between 3 July 2023 to 7 August 2023 inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities in the impacted area.