

## Customer Service Guarantee Exemption Advice – 20241028-QLD-E-C-I- BILOELA AND EMERALD DISTRICTS

Parts of the Capricornia, Central Highlands and Coalfields Districts for Queensland were impacted by severe thunderstorms resulting in heavy rainfall exceeding the 10 Year average and cloud to ground lightning strikes between 28<sup>th</sup> October 2024 to 29<sup>th</sup> October 2024.

An interruption to Telstra’s normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 50 Telstra services may be impacted.

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

- 07 4160 1000 To 07 4167 9999
- 07 4835 0000 To 07 4848 9999
- 07 4884 0000 To 07 4886 1999
- 07 4897 0000 To 07 4897 2999
- 07 4913 2000 To 07 4913 2999
- 07 4925 6000 To 07 4937 2999
- 07 4972 9000 To 07 4998 4999

### How will this affect you?

We anticipate that most services will be restored by 29<sup>th</sup> November 2024. 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 28<sup>th</sup> October 2024 to 29<sup>th</sup> November 2024 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.