

## Customer Service Guarantee Exemption Advice – 20241111-QLD-E-C-I-SOUTH WEST DISTRICT

Parts of the Darling Downs South West District for Queensland was impacted by severe thunderstorms resulting in heavy rainfall exceeding the 10 Year average and cloud to ground lightning strikes between 11<sup>th</sup> November 2024 to 12<sup>th</sup> November 2024.

An interruption to Telstra’s normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 146 Telstra services may be impacted.

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

- 07 4160 0000 To 07 4189 9999
- 07 4336 2000 To 07 4336 9999
- 07 4565 4000 To 07 4577 9999
- 07 4591 0000 To 07 4596 9999
- 07 4612 0000 To 07 4639 9999
- 07 4659 0000 To 07 4699 9999
- 07 5233 7000 To 07 5233 8999
- 07 5321 0000 To 07 5322 8399
- 07 5361 0000 To 07 5364 1999
- 07 5375 3000 To 07 5375 4999
- 07 5410 9000 To 07 5427 9999
- 07 5460 0000 To 07 5468 9999
- 07 7500 6000 To 07 7504 0999
- 07 7514 5000 To 07 7515 9999

### How will this affect you?

We anticipate that most services will be restored by 20<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 11<sup>th</sup> November 2024 to 20<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.