

## **Customer Service Guarantee Exemption Advice – 20241120-QLD-E-C-I-DARLING DOWNS AND SOUTHEAST COAST DISTRICTS EXT 2**

We've previously advised of an interruption to Telstra's normal operations, due to parts of the Sunshine Coast District for Queensland being impacted by severe thunderstorms resulting in heavy rainfall exceeding the 10 year average, hailstones with diameter greater than 2 centimetres, flash flooding and cloud to ground lightning strikes between 14<sup>th</sup> November 2024 to 20<sup>th</sup> November 2024.

We are continuing to experience ongoing delays in installation and repair activities due to this event. We estimate that as many as 169 Telstra services may be impacted.

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

- 07 5231 1000 To 07 5231 7999
- 07 5293 3300 To 07 5293 6999
- 07 5313 1000 To 07 5313 2999
- 07 5331 5000 To 07 5353 4999
- 07 5370 1000 To 07 5390 9999
- 07 5401 0000 To 07 5459 9999
- 07 5470 0000 To 07 5499 9999

### **How will this affect you?**

We anticipate that most services will be restored by 28<sup>th</sup> February 2025. 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 evidence of 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 20<sup>th</sup> November 2024 to 28<sup>th</sup> February 2025 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.