

## Customer Service Guarantee Exemption Advice – 20250128-QLD-E-C-I-CHANNEL COUNTRY DISTRICTS

Parts of the St George and Charleville Districts for Queensland were impacted by severe thunderstorms resulting in cloud to ground lightning strikes between 25<sup>th</sup> January 2025 to 30<sup>th</sup> January 2025.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 35 Telstra services may be impacted.

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

- 07 4564 2000 To 07 4570 9999
- 07 4593 2000 To 07 4593 2999
- 07 4620 2000 To 07 4629 4999
- 07 4646 8000 To 07 4669 5999
- 07 4680 5000 To 07 4687 7099
- 07 7500 8000 To 07 7500 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 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> January 2025 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.