

Customer Service Guarantee Exemption Advice – 20250206-QLD-E-C-I-MORANBAH REGION

Parts of Central Highfields and Coalfields District for Queensland was impacted by a tropical low resulting in heavy rainfall exceeding the 10 Year average, flash flooding and road closures between 6th February 2025 to 9th February 2025.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 14 Telstra services may be impacted.

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

- 07 4651 3000 To 07 4651 3599
- 07 4816 7000 To 07 4816 7999
- 07 4840 3000 To 07 4847 4999
- 07 4884 2000 To 07 4887 9999
- 07 4898 3000 To 07 4898 9999
- 07 4940 4000 To 07 4968 9999
- 07 4981 2000 To 07 4988 8999

How will this affect you?

We anticipate that most services will be restored by 14th March 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 6th February 2025 to 14th March 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.