

## Customer Service Guarantee Exemption Advice – 20250327-QLD-E-C-I-MARANOA AND WARREGO DISTRICTS

The Roma-Miles and St George Regions for Queensland were impacted by severe storm resulting in heavy rainfall exceeding the 10 Year average, flash flooding and road closures between 27<sup>th</sup> March 2025 to 28<sup>th</sup> March 2025.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 73 Telstra services may be impacted.

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

- 07 4527 5000 To 07 4527 5999
- 07 4558 0000 To 07 4579 9999
- 07 4592 0000 To 07 4596 7999
- 07 4620 1000 To 07 4629 9999
- 07 4655 2500 To 07 4693 0199
- 07 7518 7000 To 07 7518 9999
- 07 7541 6000 To 07 7541 7999

### How will this affect you?

We anticipate that most services will be restored by 1<sup>st</sup> May 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 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 27<sup>th</sup> March 2025 to 1<sup>st</sup> May 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.