

Customer Service Guarantee Exemption Advice

Parts of Brisbane and Surrounding Districts for Queensland were impacted by heavy rain between 15th December 2023 to 16th December 2023

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 707 Telstra services maybe impacted.

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

07 3086 3500	To	07 3086 3999
07 3200 0000	To	07 3205 4199
07 3283 0000	To	07 3297 7999
07 3380 3200	To	07 3385 9999
07 3400 0000	To	07 3410 9999
07 3425 0000	To	07 3425 9999
07 3478 4000	To	07 3491 9999
07 3802 0000	To	07 3826 4399
07 3880 0000	To	07 3897 8999
07 5331 5000	To	07 5353 4999
07 5370 1000	To	07 5373 9999
07 5390 0000	To	07 5390 9999
07 5401 0000	To	07 5505 9999
07 5540 2000	To	07 5549 8999
07 5567 0000	To	07 5567 9999
07 5609 9500	To	07 5618 7999
07 5646 0000	To	07 5646 2999

We anticipate that most services will be restored by 23rd February 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.

Due to this event, we're claiming an exemption under section 21 of the Telecommunications (Customer Service Guarantee) Standard 2011, including an exemption from the payment of compensation between 15th December 2023 to 23rd February 2024 inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities in the impacted area.

