

Customer Service Guarantee Exemption Advice

Parts of Darling Downs and Granite Belt Districts for Queensland were impacted by Severe storms with heavy rainfall between 18th December 2023 to 22nd 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 100 Telstra services maybe impacted.

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

07 4160 0000	To	07 4189 9999
07 4565 3000	To	07 4578 2999
07 4592 5000	To	07 4596 9999
07 4612 0000	To	07 4639 9999
07 4650 9000	To	07 4699 9999
07 5321 0000	To	07 5322 8399
07 5361 0000	To	07 5362 9999
07 5410 9000	To	07 5427 9999
07 5460 0000	To	07 5468 9999

We anticipate that most services will be restored by 25th 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 18th December 2023 to 25th February 2024 inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities in the impacted area.

