

Customer Service Guarantee Exemption Advice

Parts of the Wide Bay and Burnett Districts for Queensland were impacted by severe storms with heavy rainfall and lightening strikes between 20th 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 225 Telstra services maybe impacted.

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

- 07 4120 0000 **To** 07 4167 8899
- 07 4183 9000 **To** 07 4199 7999
- 07 4303 2000 **To** 07 4303 4999
- 07 4324 8000 **To** 07 4331 8999
- 07 5484 2000 **To** 07 5488 7999

We anticipate that most services will be restored by 29th January 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 20th December 2023 to 29th January 2024 inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities in the impacted area.

