

Customer Service Guarantee Exemption Advice

Parts of the Central Coast and Whitsundays Districts for Queensland were impacted by severe storms with heavy rainfall between 26th December 2023 to 1st January 2024.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 101 Telstra services maybe impacted.

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

- 07 4417 0000 **To** 07 4417 0999
- 07 4720 4000 **To** 07 4720 9999
- 07 4756 3000 **To** 07 4761 4999
- 07 4780 7000 **To** 07 4793 3999
- 07 4840 0000 **To** 07 4846 9999
- 07 4862 2000 **To** 07 4862 9999
- 07 4898 0000 **To** 07 4898 7999
- 07 4940 0000 **To** 07 4969 9999
- 07 4998 5000 **To** 07 4998 9999

We anticipate that most services will be restored by 5th 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 26th December 2023 to 5th February 2024 inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities in the impacted area.

