

## Customer Service Guarantee Exemption Advice – 20240129-QLD-E-C-I- BRISBANE AND SURROUNDING DISTRICTS EXT

We've previously advised of an interruption to Telstra's normal operations, due to parts of the Beaudesert, Sunshine Coast and Caboolture districts for Queensland was impacted by severe thunderstorm resulting in cloud to ground lightning strikes and flash flooding between 29<sup>th</sup> January 2024 to 5<sup>th</sup> February 2024.

We are continuing to experience ongoing delays in installation and repair activities due to this event. We estimate that as many as 456 Telstra services may be 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 0000 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

### How will this affect you?

We anticipate that most services will be restored by 8<sup>th</sup> April 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.

In the event this timeframe is extended, a revised notification will be provided.

### What else do you need to know?

Due to 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 29<sup>th</sup> January 2024 to 8<sup>th</sup> April 2024 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.