

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

Parts of the Brisbane and surrounding 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.

An interruption to Telstra’s normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 666 Telstra services may be impacted.

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

07 3000 0000	To	07 3037 6999	07 3601 0300	To	07 3608 6999
07 3055 0000	To	07 3055 6999	07 3620 0000	To	07 3667 6999
07 3066 0000	To	07 3075 4999	07 3700 9000	To	07 3728 4999
07 3086 3500	To	07 3086 3999	07 3802 0000	To	07 3918 9999
07 3109 0000	To	07 3109 9999	07 5322 8400	To	07 5353 4999
07 3131 0000	To	07 3131 9499	07 5370 1000	To	07 5373 9999
07 3179 1000	To	07 3179 2999	07 5390 0000	To	07 5390 9999
07 3200 0000	To	07 3437 9999	07 5401 0000	To	07 5598 9999
07 3452 6700	To	07 3457 8899	07 5609 9000	To	07 5618 7999
07 3470 0000	To	07 3514 9999	07 5644 0000	To	07 5665 9999
07 3550 0000	To	07 3552 9999	07 5689 1000	To	07 5689 1999

### How will this affect you?

We anticipate that most services will be restored by 7<sup>th</sup> March 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 7<sup>th</sup> March 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.