

## Customer Service Guarantee Exemption Advice – 20240205-QLD-E-C-I-MACKAY COAST

Parts of the Whitsundays and Mackay coastal regions for Queensland was impacted by severe thunderstorms resulting in heavy rainfall, flash flooding and road closures between 3<sup>rd</sup> February 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 83 Telstra services may be 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 4862 2000	To	07 4862 9999
07 4720 4000	To	07 4720 9999	07 4898 0000	To	07 4898 7999
07 4756 3000	To	07 4761 4999	07 4940 0000	To	07 4969 9999
07 4780 7000	To	07 4793 3999	07 4998 5000	To	07 4998 9999
07 4840 0000	To	07 4846 9999			

### How will this affect you?

We anticipate that most services will be restored by 4<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 5<sup>th</sup> February 2024 to 4<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.