

Customer Service Guarantee Exemption Advice – 20240812-QLD-E-C-I- BRISBANE SURROUNDING DISTRICTS

Parts of the Brisbane North, Brisbane South East, Brisbane West, Beaudesert, Caboolture, Gatton, Kingaroy and Sunshine Coast Districts for Queensland were impacted by severe storms resulting in extreme heavy rainfall and localised flash flooding between 12th August 2024 to 14th August 2024.

An interruption to Telstra’s normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 454 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 0100 **To** 07 3037 8999
- 07 3055 2000 **To** 07 3055 9999
- 07 3066 0000 **To** 07 3086 9999
- 07 3109 0000 **To** 07 3109 7999
- 07 3131 0000 **To** 07 3131 9999
- 07 3179 2100 **To** 07 3179 2299
- 07 3200 0000 **To** 07 3457 9999
- 07 3470 0000 **To** 07 3514 9999
- 07 3550 0000 **To** 07 3552 9999
- 07 3601 0300 **To** 07 3608 6999
- 07 3620 0000 **To** 07 3667 6999
- 07 3700 4000 **To** 07 3728 4999
- 07 3800 0000 **To** 07 3918 4999
- 07 4160 0000 **To** 07 4189 9999
- 07 4697 0000 **To** 07 4697 5299
- 07 5321 0000 **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 12th September 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 12th August 2024 to 12th September 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.