

Customer Service Guarantee Exemption Advice – 20241120-QLD-E-C-I-DARLING DOWNS AND SOUTHEAST COAST DISTRICTS

Parts of the Beaudesert, Brisbane North, Brisbane Southeast, Brisbane West, Burleigh, Caboolture, South West and Sunshine Coast Districts for Queensland were impacted by severe thunderstorms resulting in heavy rainfall exceeding the 10 Year average, hailstones with diameter greater than 2 centimetres, flash flooding and cloud to ground lightning strikes between 14th November 2024 to 20th November 2024.

An interruption to Telstra’s normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 752 Telstra services may be impacted.

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

- 07 2100 5000 To 07 2100 9999
- 07 2803 0000 To 07 2811 9999
- 07 2892 5000 To 07 2899 9999
- 07 3000 0100 To 07 3037 9999
- 07 3055 2000 To 07 3055 9999
- 07 3066 0000 To 07 3097 9999
- 07 3109 0000 To 07 3109 7999
- 07 3131 0000 To 07 3131 9999
- 07 3159 0000 To 07 3159 9999
- 07 3179 2100 To 07 3179 2299
- 07 3200 0000 To 07 3457 9999
- 07 3470 0000 To 07 3514 9999
- 07 3541 2000 To 07 3552 9999
- 07 3564 0000 To 07 3565 9999
- 07 3601 0300 To 07 3608 6999
- 07 3620 0000 To 07 3667 6999
- 07 3700 4000 To 07 3738 6999
- 07 3800 0000 To 07 3918 4999
- 07 4160 0000 To 07 4189 9999
- 07 4336 2000 To 07 4336 9999
- 07 4565 4000 To 07 4577 9999
- 07 4591 0000 To 07 4596 9999
- 07 4612 0000 To 07 4639 9999
- 07 4659 0000 To 07 4699 9999
- 07 5231 1000 To 07 5233 8999
- 07 5293 0000 To 07 5294 9999
- 07 5313 1000 To 07 5390 9999
- 07 5401 0000 To 07 5598 9999
- 07 5609 9000 To 07 5618 7999
- 07 5644 0000 To 07 5676 3999
- 07 5689 1000 To 07 5698 9999

- 07 7500 6000 **To** 07 7504 0999
- 07 7514 5000 **To** 07 7515 9999

How will this affect you?

We anticipate that most services will be restored by 30th December 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 20th November 2024 to 30th December 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.