

Customer Service Guarantee Exemption Advice – 20241212-QLD-E-C-I-NORTH EAST COAST DISTRICTS

Parts of the Goldfields, Whitsundays, Herbert and Lower Burdekin Districts for Queensland were impacted by severe thunderstorms resulting in heavy rainfall exceeding the 10 Year average and cloud to ground lightning strikes between 12th December 2024 to 13th December 2024.

An interruption to Telstra’s normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 276 Telstra services may be impacted.

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

- 07 4409 9000 To 07 4448 1999
- 07 4720 0000 To 07 4729 9999
- 07 4741 0000 To 07 4799 9999
- 07 4840 0000 To 07 4847 8999
- 07 4859 2000 To 07 4864 3999
- 07 4880 8000 To 07 4898 7999
- 07 4940 0000 To 07 4969 9999
- 07 4998 5000 To 07 4998 9999

How will this affect you?

We anticipate that most services will be restored by 28th January 2025. 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 December 2024 to 28th January 2025 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.