

Customer Service Guarantee Exemption Advice – 20250124-QLD-E-C-I-SOUTH EAST AND WEST DISTRICTS

Parts of the Beaudesert, Brisbane Island, Brisbane North, Brisbane Southeast, Brisbane West, Burleigh, Caboolture and South West Districts for Queensland were impacted by severe thunderstorms resulting in cloud to ground lightning strikes and hazardous winds between 24th January 2025 to 25th January 2025.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 441 Telstra services may be impacted.

Services in the areas 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 4000 **To** 07 5233 8999
- 07 5293 0000 **To** 07 5294 9999
- 07 5321 0000 **To** 07 5322 8999
- 07 5341 7000 **To** 07 5343 9799
- 07 5361 0000 **To** 07 5364 1999
- 07 5375 3000 **To** 07 5375 9999
- 07 5410 0000 **To** 07 5445 3699

- 07 5460 0000 To 07 5469 9999
- 07 5485 1500 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 28th February 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 24th January 2025 to 28th February 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.