

Customer Service Guarantee Exemption Advice

Parts of the Peninsula and North Tropical Coast and Tablelands Districts for Queensland was impacted by Cyclone Jasper between 13th December 2023 to 15th December 2023.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 266 Telstra services maybe impacted.

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

- 07 4030 0000 To 07 4099 9999
- 07 4212 8000 To 07 4216 9999
- 07 4232 1000 To 07 4232 9999
- 07 4720 3000 To 07 4720 5799
- 07 4752 6000 To 07 4761 7999
- 07 4776 0000 To 07 4798 5999

We anticipate that most services will be restored by 23/02/2024. 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.

Due to this event, we're claiming an exemption under section 21 of the Telecommunications (Customer Service Guarantee) Standard 2011, including an exemption from the payment of compensation between 14/12/2023 to 23/02/2024 inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities in the impacted area.

