

Customer Service Guarantee Exemption Advice

Parts of Weipa and Thursday Island Districts for Queensland were impacted by Severe storms with heavy rainfall between 16th December 2023 to 20th 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 14 Telstra services maybe impacted.

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

07 4030 6000 **To** 07 4031 0699

07 4048 6000 **To** 07 4069 9999

07 4082 3000 **To** 07 4094 7199

07 4212 0000 **To** 07 4220 6999

07 4238 9000 **To** 07 4238 9999

We anticipate that most services will be restored by 29th January 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 18th December 2023 to 29th January 2024 inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities in the impacted area.

