

Customer Service Guarantee Exemption Advice

Parts of Maranoa, Warrego and Channel Country Districts for Queensland were impacted by Severe storms with heavy rainfall between 19th December 2023 to 21st 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 133 Telstra services maybe impacted.

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

07 4564 2000 **To** 07 4564 6999

07 4593 2000 **To** 07 4593 2999

07 4621 0000 **To** 07 4625 7399

07 4646 8000 **To** 07 4662 3699

We anticipate that most services will be restored by 25TH February 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 19th December 2023 to 25TH February 2024 inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities in the impacted area.

