

Customer Service Guarantee Exemption Advice

Parts of the Capricornia, Central Highland and Coalfields Districts for Queensland were impacted by severe thunderstorms with heavy rainfall between 27th December 2023 to 1st January 2024.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 255 Telstra services maybe impacted.

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

- 07 4160 1000 **To** 07 4167 9999
- 07 4651 3000 **To** 07 4654 6099
- 07 4816 7000 **To** 07 4816 7999
- 07 4835 0000 **To** 07 4848 9999
- 07 4884 0000 **To** 07 4886 1999
- 07 4898 3000 **To** 07 4999 4999

We anticipate that most services will be restored by 5th 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 27th December 2023 to 5th February 2024 inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities in the impacted area.

