

Customer Service Guarantee Exemption Advice

Parts of the North Goldfields, Upper Flinders, Herbert and Lower Burdekin Districts for Queensland were impacted by severe thunderstorms and heavy rainfall between 31st December 2023 to 4th 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 94 Telstra services may be impacted.

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

- 07 4409 9000 **To** 07 4431 2999
- 07 4720 0000 **To** 07 4729 9999
- 07 4741 0000 **To** 07 4799 9999

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 31st 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.

