

Customer Service Guarantee Exemption Advice – 20240205-QLD-E-C-I-MACKAY COAST EXT

We've previously advised of an interruption to Telstra's normal operations, due to parts of the Whitsundays and Mackay coastal regions for Queensland was impacted by severe thunderstorms resulting in heavy rainfall, flash flooding and road closures between 3rd February 2024 to 5th February 2024.

We are continuing to experience ongoing delays in installation and repair activities due to this event. We estimate that as many as 74 Telstra services may be impacted.

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

- 07 4417 0000 To 07 4417 0999
- 07 4720 4000 To 07 4720 9999
- 07 4756 3000 To 07 4761 4999
- 07 4780 7000 To 07 4793 3999
- 07 4840 0000 To 07 4846 9999
- 07 4862 2000 To 07 4862 9999
- 07 4898 0000 To 07 4898 7999
- 07 4940 0000 To 07 4969 9999
- 07 4998 5000 To 07 4998 9999

How will this affect you?

We anticipate that most services will be restored by 2nd April 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.

In the event this timeframe is extended, a revised notification will be provided.

What else do you need to know?

Due to the extreme weather conditions, we're claiming an exemption under section 24 of the Telecommunications (Customer Service Guarantee) Standard 2023, including an exemption from the payment of compensation between 5th February 2024 to 2nd April 2024 inclusive for any delays in fixing or connecting services, and the keeping of appointments relating to these activities in the impacted area.

The exemption process is explained in sections 24–30 of the *Telecommunications (Customer Service Guarantee) Standard 2023*, which can be found on the [Australian Government, Federal Register of Legislation](#) website.

What's next?

You don't need to do anything. We're doing all we can to return to normal operating standards.

To request a copy of the CSG exemption notice, or, for any questions about your service, the CSG exemption, or to ask us to reconsider whether the circumstances are a proper basis for claiming the exemption, please call 132200.

To report a service disruption or fault, please call 132203.

If you're not satisfied with this exemption or our approach to your request, you can contact the Telecommunications Industry Ombudsman.