

Customer Service Guarantee Exemption Advice – 20250306-QLD-E-B-I- BRISBANE METROPOLITAN AND SURROUNDING DISTRICTS

The Beaudesert, Brisbane CBD, Brisbane Islands, Brisbane North, Brisbane South East, Brisbane West, Burleigh, Caboolture, Cunningham, South West, Sunshine Coast Districts for Queensland were impacted by Cyclone Alfred resulting in heavy to intense rainfall, dangerous and life-threatening flash flooding and destructive wind gusts between 6th March 2025 to 9th March 2025.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 848 Telstra services may be impacted.

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

- 07 2100 5000 **To** 07 2100 9999
- 07 2148 0000 **To** 07 2149 9999
- 07 2803 0000 **To** 07 2811 9999
- 07 2892 5000 **To** 07 2899 9999
- 07 3000 0000 **To** 07 3037 9999
- 07 3055 0000 **To** 07 3055 9999
- 07 3066 0000 **To** 07 3097 9999
- 07 3109 0000 **To** 07 3109 9999
- 07 3131 0000 **To** 07 3131 9999
- 07 3159 0000 **To** 07 3159 9999
- 07 3179 1000 **To** 07 3179 2999
- 07 3200 0000 **To** 07 3457 9999
- 07 3470 0000 **To** 07 3514 9999
- 07 3541 0000 **To** 07 3552 9999
- 07 3564 0000 **To** 07 3565 9999
- 07 3601 0300 **To** 07 3608 6999
- 07 3620 0000 **To** 07 3667 6999
- 07 3700 4000 **To** 07 3738 9999
- 07 3800 0000 **To** 07 3918 9999
- 07 4160 0000 **To** 07 4189 9999
- 07 4336 2000 **To** 07 4336 9999
- 07 4565 3000 **To** 07 4598 3999
- 07 4612 0000 **To** 07 4639 9999
- 07 4650 9000 **To** 07 4699 9999
- 07 5231 1000 **To** 07 5233 8999
- 07 5293 0000 **To** 07 5294 9999
- 07 5313 1000 **To** 07 5390 9999
- 07 5401 0000 **To** 07 5598 9999
- 07 5609 9000 **To** 07 5618 7999
- 07 5644 0000 **To** 07 5676 3999
- 07 5689 1000 **To** 07 5698 9999

- 07 7500 6000 To 07 7504 2999
- 07 7514 5000 To 07 7515 9999

How will this affect you?

We anticipate that most services will be restored by 28th March 2025. 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 this event, 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 6th March 2025 to 28th March 2025 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.