

Customer Service Guarantee Exemption Advice – 20251030-QLD-E-C-I-MACKAY COAST DISTRICTS

Parts of the Whitsundays and Mackay coastal regions for Queensland were impacted by severe thunderstorms resulting in large hail, being hail with a diameter of at least 2 centimetres, heavy rainfall, being rainfall that exceeds the 10 year average recurrence interval and lightning, being 'cloud to ground' lightning strikes, between 30th October 2025 to 1st November 2025. These weather conditions meet one or more of the criteria specified in Schedule 3 of the Telecommunications (Customer Service Guarantee) Standard 2023.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 73 Telstra services may be impacted.

Services in the areas 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 6999
- 07 4840 0000 To 07 4847 8999
- 07 4859 2000 To 07 4864 3999
- 07 4880 8000 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 21st November 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 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 30th October 2025 to 21st November 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.