

Customer Service Guarantee Exemption Advice – 20251124-QLD-E-C-I- GREATER NORTHERN BRISBANE DISTRICTS

Part of the Brisbane City and Moreton Bay local government areas for Queensland were impacted by severe thunderstorms resulting in large hail, heavy rainfall, cloud to ground lighting strikes and flash flooding between 24th November 2025 to 27th 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 74 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 3000 0800 To 07 3037 4099
- 07 3055 2000 To 07 3055 6999
- 07 3066 0000 To 07 3075 4999
- 07 3094 0000 To 07 3097 9999
- 07 3109 0000 To 07 3109 7999
- 07 3131 0000 To 07 3131 9999
- 07 3159 0000 To 07 3159 1999
- 07 3202 6100 To 07 3457 6599
- 07 3478 4000 To 07 3514 9999
- 07 3541 2000 To 07 3552 9999
- 07 3564 1000 To 07 3565 9999
- 07 3601 0300 To 07 3608 6999
- 07 3620 0000 To 07 3667 6999
- 07 3700 9000 To 07 3701 2999
- 07 3713 3100 To 07 3727 5499
- 07 3738 0000 To 07 3738 5999
- 07 3817 5000 To 07 3918 4999
- 07 5231 4000 To 07 5231 4999
- 07 5293 0000 To 07 5294 9999
- 07 5341 7000 To 07 5343 9799
- 07 5413 6400 To 07 5445 3699
- 07 5490 0000 To 07 5499 4999

How will this affect you?

We anticipate that most services will be restored by 12th December 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 24th November 2025 to 12th December 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.