

## Customer Service Guarantee Exemption Advice – 20251124-QLD-E-C-I-SOUTH EAST DISTRICTS

Parts of the Scenic Rim Region, Brisbane City Council, City of Gold Coast 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 24<sup>th</sup> November 2025 to 27<sup>th</sup> 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 82 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 6000 To 07 2100 6999
- 07 2805 8000 To 07 2811 9999
- 07 2892 5000 To 07 2899 8599
- 07 3000 0100 To 07 3037 9999
- 07 3055 3500 To 07 3055 3799
- 07 3075 4200 To 07 3080 7699
- 07 3094 7900 To 07 3094 7999
- 07 3131 8000 To 07 3131 8099
- 07 3200 0000 To 07 3217 0999
- 07 3239 6000 To 07 3259 6999
- 07 3270 2700 To 07 3300 2399
- 07 3327 0000 To 07 3389 9899
- 07 3403 1600 To 07 3407 7799
- 07 3423 5000 To 07 3437 9999
- 07 3456 3000 To 07 3457 8899
- 07 3470 0000 To 07 3470 9999
- 07 3496 7000 To 07 3496 8999
- 07 3564 4400 To 07 3565 8999
- 07 3630 0400 To 07 3637 0499
- 07 3701 5000 To 07 3728 4999
- 07 3802 0000 To 07 3826 4199
- 07 3837 6000 To 07 3918 2999
- 07 5322 8400 To 07 5322 8999
- 07 5375 8000 To 07 5375 9999
- 07 5410 0000 To 07 5410 8999
- 07 5460 6000 To 07 5469 9999
- 07 5500 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

**How will this affect you?**

We anticipate that most services will be restored by 12<sup>th</sup> 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 24<sup>th</sup> November 2025 to 12<sup>th</sup> 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.