

## Customer Service Guarantee Exemption Advice – 20260109-QLD-E-C-I-TROPICAL NORTH QUEENSLAND DISTRICTS EXT 2

We've previously advised of an interruption to Telstra's normal operations, due to parts of the Cook Shire, Hope Vale Aboriginal Shire, Wujal Wujal Aboriginal Shire, Douglas Shire, Cassowary Coast, Cairns Regional Council, Yarrabah Aboriginal Shire, Tablelands Regional Council, Mareeba Shire and Townsville City Council local government areas for Queensland were impacted by Ex-Tropical Cyclone Koji resulting in heavy rainfall and localised flooding between 9<sup>th</sup> January 2026 to 12<sup>th</sup> January 2026. These weather conditions meet one or more of the criteria specified in Schedule 3 of the Telecommunications (Customer Service Guarantee) Standard 2023.

We are continuing to experience ongoing delays in installation and repair activities due to this event. We estimate that as many as 192 Telstra services may be impacted.

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

- 07 4000 0000 To 07 4099 9999
- 07 4200 1000 To 07 4285 9999
- 07 4299 0000 To 07 4299 9999
- 07 4401 0000 To 07 4464 7999
- 07 4700 0000 To 07 4799 9999
- 07 7000 0000 To 07 7001 4999

### How will this affect you?

We anticipate that most services will be restored by 8<sup>th</sup> April 2026. 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 9<sup>th</sup> January 2026 to 8<sup>th</sup> April 2026 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.