

Customer Service Guarantee Exemption Advice – 20260112-QLD-E-C-I- WHITSUNDAYS AND CENTRAL HIGHLANDS DISTRICTS

Parts of the Mackay Regional Council, Whitsunday Regional Council, Isaac Regional Council and Central Highlands Regional Council local government areas for Queensland were impacted by Ex-Tropical Cyclone Koji resulting in heavy rainfall, localised flooding and road closures between 10th January 2026 to 13th January 2026. 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 85 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 4651 3000 To 07 4651 3599
- 07 4720 4000 To 07 4720 9999
- 07 4756 3000 To 07 4761 4999
- 07 4780 7000 To 07 4793 6999
- 07 4816 7000 To 07 4816 7999
- 07 4835 0000 To 07 4847 9999
- 07 4859 2000 To 07 4864 3999
- 07 4880 8000 To 07 4898 9999
- 07 4925 6000 To 07 4969 9999
- 07 4980 0000 To 07 4998 9999

How will this affect you?

We anticipate that most services will be restored by 13th February 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 12th January 2026 to 13th February 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.