

## **Customer Service Guarantee Exemption Advice – 20260119-QLD-E-C-I-SOUTH EAST QUEENSLAND DISTRICTS**

Parts of the City of Moreton Bay, Sunshine Coast Regional Council and Noosa Shire Council local government areas of the Sunshine Coast and Caboolture regions for Queensland were impacted by severe thunderstorms resulting in heavy rainfall and cloud to ground lightning strikes between 17<sup>th</sup> January 2026 to 18<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.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 209 Telstra services may be impacted.

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

- 07 3094 0000 **To** 07 3094 3799
- 07 3203 0000 **To** 07 3205 4199
- 07 3283 0000 **To** 07 3293 9999
- 07 3384 1000 **To** 07 3385 9999
- 07 3400 0700 **To** 07 3410 9999
- 07 3425 0000 **To** 07 3425 9999
- 07 3444 5000 **To** 07 3444 5999
- 07 3478 4000 **To** 07 3498 5999
- 07 3817 5100 **To** 07 3817 9999
- 07 3880 0000 **To** 07 3897 8999
- 07 5231 1000 **To** 07 5231 7999
- 07 5293 0000 **To** 07 5294 9999
- 07 5313 1000 **To** 07 5313 2999
- 07 5331 5000 **To** 07 5353 4999
- 07 5370 1000 **To** 07 5390 9999
- 07 5401 0000 **To** 07 5459 9999
- 07 5470 0000 **To** 07 5499 9999

### **How will this affect you?**

We anticipate that most services will be restored by 20<sup>th</sup> 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 19<sup>th</sup> January 2026 to 20<sup>th</sup> 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.