

Customer Service Guarantee Exemption Advice – 20260212-QLD-E-C-I-GOLD COAST AND SURROUNDING AREAS

Parts of the City of Gold Coast and adjacent Scenic Rim Regional Council areas for Queensland were impacted by severe thunderstorms resulting in heavy rainfall, localised flooding and road closures between 12th February 2026 to 16th February 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 101 Telstra services may be impacted.

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

- 07 2899 5000 **To** 07 2899 8599
- 07 3080 7000 **To** 07 3080 7699
- 07 3094 7900 **To** 07 3094 7999
- 07 3200 0000 **To** 07 3200 1999
- 07 3290 8700 **To** 07 3297 7999
- 07 3380 3200 **To** 07 3380 4999
- 07 3416 0100 **To** 07 3416 5699
- 07 3462 9200 **To** 07 3472 0399
- 07 3802 0000 **To** 07 3809 0999
- 07 3826 4100 **To** 07 3826 4199
- 07 3875 2700 **To** 07 3875 2799
- 07 5200 2000 **To** 07 5210 8999
- 07 5221 1000 **To** 07 5240 5999
- 07 5302 1000 **To** 07 5363 4999
- 07 5375 8000 **To** 07 5375 9999
- 07 5400 4000 **To** 07 5418 7999
- 07 5460 6000 **To** 07 5469 9999
- 07 5500 0000 **To** 07 5699 9999

How will this affect you?

We anticipate that most services will be restored by 04th March 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 February 2026 to 04th March 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.