

## **Customer Service Guarantee Exemption Advice – 20260213-QLD-E-C-I-CENTRAL EAST COAST AND WIDE BAY BURNETT EXT**

We've previously advised of an interruption to Telstra's normal operations, as parts of the Central East Coast local government areas of Banana, Rockhampton, Livingstone, Gladstone, Central Highlands and Woorabinda, and the Wide Bay Burnett local government areas of Bundaberg, Fraser Coast, Gympie, North Burnett, South Burnett and Cherbourg for Queensland were impacted by intense rainfall resulting in localised and flash flooding and road closures between 13<sup>th</sup> February 2026 to 16<sup>th</sup> February 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 109 Telstra services may be impacted.

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

- 07 4100 0000 **To** 07 4199 7999
- 07 4300 0000 **To** 07 4368 8999
- 07 4800 0100 **To** 07 4880 6999
- 07 4891 6000 **To** 07 4937 2999
- 07 4972 9000 **To** 07 4974 8999
- 07 4989 1000 **To** 07 4998 4999
- 07 5200 1000 **To** 07 5208 6999
- 07 5220 9000 **To** 07 5224 2999
- 07 5305 0000 **To** 07 5308 2999
- 07 5318 5000 **To** 07 5328 0999
- 07 5340 0000 **To** 07 5360 5999
- 07 5400 3000 **To** 07 5400 3999
- 07 5417 2000 **To** 07 5417 2999
- 07 5484 2000 **To** 07 5488 7999

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

We anticipate that most services will be restored by 17<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 13<sup>th</sup> February 2026 to 17<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.