

Customer Service Guarantee Exemption Advice – 20260320-QLD-E-C-I-NORTHERN PENINSULA DISTRICTS

Parts of the local government areas of Aurukun Shire, Northern Peninsula Area, Cook Shire, Pormpuraaw Aboriginal Shire, Kowanyama Aboriginal Shire, Lockhart River Aboriginal Shire, Torres Strait Island Region, Torres Shire and Weipa Town for Queensland, were impacted by a severe tropical cyclone resulting in destructive winds, heavy rainfall, flooding and road closures between 20th March 2026 to 23rd March 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 10 Telstra services may be impacted.

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

- 07 4001 3000 To 07 4094 7199
- 07 4200 0000 To 07 4257 1999
- 07 4267 6000 To 07 4281 5999
- 07 4298 9000 To 07 4298 9999

How will this affect you?

We anticipate that most services will be restored by 8th 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 20th March 2026 to 8th 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.