

Customer Service Guarantee Exemption Advice – 20260921-QLD-E-B-I-WIDE BAY AND BURNETT DISTRICTS

Parts of the Towns of Blackbutt and Teelah in the Queensland were impacted by bushfire activity resulting in evacuation zones, road closures and emergency service restrictions preventing access between 21st September 2026 to 23rd September 2026.

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 4101 0000 To 07 4101 2999
- 07 4119 8000 To 07 4119 8999
- 07 4133 1000 To 07 4136 0999
- 07 4148 0000 To 07 4148 0999
- 07 4163 0000 To 07 4180 8999
- 07 4196 3000 To 07 4196 4999
- 07 4308 6000 To 07 4317 6999
- 07 4329 8000 To 07 4329 8999

How will this affect you?

We anticipate that most services will be restored by 21st October 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 this event, 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 21st September 2026 to 21st October 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.