

Customer Service Guarantee Exemption Advice – 20261022-QLD-E-C-I- CENTRAL COAST WHITSUNDAYS AND HIGHLANDS

Parts of the Central Coast-Whitsundays and Highlands Districts in Queensland were impacted by heavy rainfall resulting in flooding, inundated roads and restricted access to network infrastructure, between 21st October 2026 to 24th October 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 60 Telstra services may be impacted.

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

- 07 4401 9000 To 07 4460 3999
- 07 4651 3000 To 07 4651 3599
- 07 4702 3000 To 07 4720 9999
- 07 4732 2000 To 07 4740 8999
- 07 4756 3000 To 07 4765 6899
- 07 4780 7000 To 07 4999 9999

How will this affect you?

We anticipate that most services will be restored by 27th November 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 22nd October 2026 to 27th November 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.