

Customer Service Guarantee Exemption Advice – 20261022-QLD-E-C-I-MORETON BAY AND SUNSHINE COAST REGIONS

Parts of the Moreton Bay, Caboolture and Sunshine Coast areas in Queensland were impacted by severe thunderstorms resulting in lightning, heavy rainfall, flash flooding, road closures and unsafe working conditions between 22nd October 2026 to 23rd 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 155 Telstra services may be impacted.

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

- 07 2000 0000 To 07 2005 9999
- 07 3038 8100 To 07 3065 8999
- 07 3077 5000 To 07 3081 1999
- 07 3092 0000 To 07 3094 3799
- 07 3113 0000 To 07 3113 9999
- 07 3130 1000 To 07 3142 9999
- 07 3203 0000 To 07 3205 4199
- 07 3283 0000 To 07 3293 9999
- 07 3384 1000 To 07 3385 9999
- 07 3400 0700 To 07 3425 9999
- 07 3438 0000 To 07 3453 9999
- 07 3465 1300 To 07 3507 2999
- 07 3817 5100 To 07 3817 9999
- 07 3880 0000 To 07 3897 8999
- 07 5200 0000 To 07 5248 8999
- 07 5292 4000 To 07 5459 9999
- 07 5470 0000 To 07 5499 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.