

Customer Service Guarantee Exemption Advice – 20261026-QLD-E-C-I-SOUTHEAST COAST DISTRICTS

Parts of the Brisbane city, West, South and Northern suburbs in the Queensland were impacted by prolonged heavy rainfall resulting in flooding, inundated roads and restricted access to network infrastructure between 22nd October 2026 to 26th 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 32 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 1000 To 07 2004 9999
- 07 2100 0300 To 07 2105 9999
- 07 2800 0000 To 07 2812 2999
- 07 2889 0000 To 07 2899 9999
- 07 3000 0100 To 07 3522 2299
- 07 3535 0000 To 07 3569 4899
- 07 3601 0000 To 07 3667 9799
- 07 3700 0000 To 07 3738 6999
- 07 3800 0000 To 07 3924 7099
- 07 3999 6300 To 07 3999 6499
- 07 5322 8400 To 07 5322 8999
- 07 5410 6000 To 07 5410 6999
- 07 5460 8000 To 07 5467 7999
- 07 5546 1600 To 07 5547 0099

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 26th 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.