

## Customer Service Guarantee Exemption Advice – 20250106-WA-S-C-I-WHEATBELT DISTRICT

Parts of the Great Southern and Central Wheatbelt Regions for Western Australia was impacted by severe thunderstorms resulting in heavy rainfall exceeding the 10 Year average, cloud to ground lightning strikes and damaging winds between 6<sup>th</sup> January 2025 to 8<sup>th</sup> January 2025.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 121 Telstra services may be impacted.

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

- 08 6661 1000 To 08 6661 1999
- 08 6716 8000 To 08 6716 8999
- 08 6819 0000 To 08 6821 3999
- 08 6851 4000 To 08 6851 4999
- 08 6865 7000 To 08 6871 0999
- 08 6888 4000 To 08 6888 6999
- 08 6899 7000 To 08 6899 9999
- 08 9021 7300 To 08 9024 2199
- 08 9040 1000 To 08 9049 9999
- 08 9060 8000 To 08 9069 9999
- 08 9081 0000 To 08 9082 6999
- 08 9574 0000 To 08 9578 2999
- 08 9620 0000 To 08 9693 1999
- 08 9736 0000 To 08 9736 3999
- 08 9820 0000 To 08 9894 1999

### How will this affect you?

We anticipate that most services will be restored by 11<sup>th</sup> February 2025. 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 6<sup>th</sup> January 2025 to 11<sup>th</sup> February 2025 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.