

## Customer Service Guarantee Exemption Advice – 20250120-WA-S-C-I-NORTHERN WA COAST

Parts of the Broome, Carnarvon Remote, Hedland Remote, Karratha, Karratha Remote and Port Hedland Districts for Western Australia were impacted by Cyclone Sean resulting in heavy rainfall exceeding the 10 Year average, hazardous winds, storm tides, flash flooding and road closures between 18<sup>th</sup> January 2025 to 20<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 30 Telstra services may be impacted.

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

- 08 5125 4000 To 08 5125 6999
- 08 9126 8000 To 08 9161 1599
- 08 9172 0000 To 08 9198 8999
- 08 9921 4800 To 08 9921 7499
- 08 9933 1000 To 08 9964 1899

### How will this affect you?

We anticipate that most services will be restored by 14<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 20<sup>th</sup> January 2025 to 14<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.