

## Customer Service Guarantee Exemption Advice – 20251215-WA-S-C-I-MID WEST REGION

Parts of the City of Geraldton-Greenough, Shire of Chapman Valley, Shire of Northampton, Shire of Mingenew, Shire of Morawa, Shire of Perenjori, Shire of Three Springs, Shire of Carnamah, Shire of Coorow, Shire of Irwin, Shire of Meekatharra, Shire of Mount Magnet, Shire of Cue, Shire of Sandstone and Shire of Yalgoo local government areas of the Mid-West Region for Western Australia were impacted by severe thunderstorms resulting in heavy rainfall, hazardous wind gust, cloud to ground lightning strikes, power outages and road closures between 13<sup>th</sup> December 2025 to 15<sup>th</sup> December 2025. 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 34 Telstra services may be impacted.

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

- 08 6617 1000 To 08 6617 1999
- 08 9571 0100 To 08 9579 5999
- 08 9628 6000 To 08 9628 6999
- 08 9650 0000 To 08 9669 3999
- 08 9688 5000 To 08 9690 9999
- 08 9920 0000 To 08 9973 7999
- 08 9985 4000 To 08 9996 8999

### How will this affect you?

We anticipate that most services will be restored by 13<sup>th</sup> January 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 15<sup>th</sup> December 2025 to 13<sup>th</sup> January 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.