

## Customer Service Guarantee Exemption Advice – 20251215-WA-S-C-I-PERTH DISTRICTS

Parts of the Shire of Mundaring, City of Perth, City of Stirling, City of Joondalup, City of Wanneroo, City of South Perth, City of Melville, City of Cockburn and City of Fremantle local government areas of the Perth 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 77 Telstra services may be impacted.

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

- 08 6159 0000 To 08 6159 9999
- 08 6172 0000 To 08 6192 4999
- 08 6206 2000 To 08 6336 1999
- 08 6350 0000 To 08 6350 9999
- 08 6380 0000 To 08 6389 9999
- 08 6400 1000 To 08 6401 9999
- 08 6436 0000 To 08 6436 9999
- 08 6455 0000 To 08 6459 9999
- 08 6479 0000 To 08 6498 9999
- 08 6595 0000 To 08 6595 9999
- 08 9201 0000 To 08 9501 8999
- 08 9519 0000 To 08 9599 9999
- 08 9721 1700 To 08 9721 7599
- 08 9732 2100 To 08 9739 9999
- 08 9782 6000 To 08 9782 9999

### How will this affect you?

We anticipate that most services will be restored by 9<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 9<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.