

Customer Service Guarantee Exemption Advice – 20260209-WA-S-B-I-PILBARA AND GASCOYNE DISTRICTS

Parts of the Port Hedland, Karratha, Onslow and Exmouth Regions of the Pilbara and Gascoyne districts for Western Australia were impacted by Cyclone Mitchell resulting in localised flooding, extreme wind gusts, heavy rainfall and road closures between 7th February 2026 to 9th February 2026.

An interruption to Telstra’s normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 9 Telstra services may be impacted.

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

- 08 5100 3000 **To** 08 5129 3999
- 08 9100 0000 **To** 08 9199 9999
- 08 9901 3000 **To** 08 9998 9999

How will this affect you?

We anticipate that most services will be restored by 10th March 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 this event, 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 9th February 2026 to 10th March 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.