

Customer Service Guarantee Exemption Advice – 20260327-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 storms resulting in heavy rainfall and hazardous wind gusts between 27th March 2026 to 28th March 2026. 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 58 Telstra services may be impacted.

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

- 08 6101 0000 To 08 6120 4999
- 08 6140 1700 To 08 6507 8799
- 08 6540 0100 To 08 6540 4299
- 08 6555 0000 To 08 6559 9999
- 08 6570 0000 To 08 6595 9999
- 08 6701 8000 To 08 6708 8999
- 08 6722 1000 To 08 6728 5999
- 08 9200 0000 To 08 9599 9999
- 08 9706 0000 To 08 9709 8999
- 08 9721 1700 To 08 9721 7599
- 08 9732 2100 To 08 9739 9999
- 08 9782 6000 To 08 9790 8999

How will this affect you?

We anticipate that most services will be restored by 10th April 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 27th March 2026 to 10th April 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.