

Customer Service Guarantee Exemption Advice – 20240117-WA-S-C-I-LOWER WEST AND CENTRAL WHEAT BELT DISTRICTS

Parts of the South Coast, Great Southern and Central Wheat Belt districts in Western Australia was impacted by extreme storms resulting in major local power outages between 16th January 2024 to 22nd January 2024.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 331 Telstra services may be impacted.

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

08 6174 6000	To	08 6174 9999
08 6192 4000	To	08 6192 4999
08 6210 0200	To	08 6279 9999
08 6293 0000	To	08 6318 9999
08 6330 0000	To	08 6332 7999
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 6498 9999
08 6595 0000	To	08 6595 9999
08 6661 1000	To	08 6661 1999
08 6819 0000	To	08 6820 6999
08 9021 7300	To	08 9024 2199
08 9040 1000	To	08 9049 9999
08 9060 8000	To	08 9069 9999
08 9081 0000	To	08 9082 6999
08 9201 0000	To	08 9501 8999
08 9519 0000	To	08 9599 9999
08 9620 0000	To	08 9693 1999
08 9721 1700	To	08 9721 7599
08 9732 2100	To	08 9739 9999

08 9782 6000 **To** 08 9782 9999

08 9820 0000 **To** 08 9894 1999

How will this affect you?

We anticipate that most services will be restored by 13th February 2024. 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 17th January 2024 to 13th February 2024 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.