

## Customer Service Guarantee Exemption Advice – 20240415-WA-S-C-I-PERTH DISTRICTS

Parts of Perth and the Surrounding Districts for Western Australia were impacted by severe thunderstorms resulting in extreme heavy rainfall and flash flooding between 14<sup>th</sup> April 2024 to 15<sup>th</sup> April 2024.

An interruption to Telstra's normal operations has occurred leading to delays in installation and repair activities. We estimate that as many as 130 Telstra services may be impacted.

Services in the areas 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 0000 To 08 6279 9999
- 08 6293 0000 To 08 6332 9999
- 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 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 10<sup>th</sup> May 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 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> April 2024 to 10<sup>th</sup> May 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.