



Telstra technician redeployment impact service in part of Northwest Melbourne.

Due to the effect of a series of severe weather and flooding events which have caused damage to the Telstra telecommunications network throughout widespread areas of Tasmania, there has been a significant increase in the number of services being reported as faulty in those regions.

Due to the extent and severity of these ongoing severe weather events, Telstra is redeploying a large number of staff from across Australia to the affected regions. As a result, there will be delays to normal installation and repair activities in parts of the Northwest Melbourne area, as staff from this region are redeployed.

QTelecom apologises to any affected customers.

Information as to the nature of the severe weather events can be sourced from the Bureau of Meteorology (BOM). Heavy rainfall and flooding are referred to in the BOM Severe Weather warning issued for 4 June 2016 initially at 5:34 pm EST on Saturday 4 June 2016, reference number IDT28100. Additionally these unusually severe weather events have been widely reported by most of the news media.

QTelecom has identified that the effect of these circumstances may apply to approximately 500 services in part of the Northwest Melbourne area. Some of these services may not be installed or repaired within QTelecom's standard time frames. The number of possibly affected services may increase or decrease as QTelecom assesses the full effect of the severe weather conditions. Based on current information, the resumption date of QTelecom's normal service operations is expected to be 10 July 2016. This date is indicative only, however, and may be subject to change once the full impact of the severe weather conditions has been assessed. QTelecom regrets any inconvenience caused to customers and thanks them for their patience while this work is being undertaken.

Services encompassed in this exemption are in the area bounded by and including, but not limited to, the area starting at Coimadai heading southeast to Keilor, southwest to Laverton and northwest to Parwan then north back to Coimadai. All suburbs and towns serviced by QTelecom within these boundaries are encompassed in this exemption.

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

03 4367 7000 To 03 4367 9999
03 9290 1500 To 03 9310 9999
03 5366 0000 To 03 5369 5999
03 9350 9100 To 03 9367 9999
03 8312 0000 To 03 8312 8999
03 9390 0000 To 03 9394 5999
03 8345 0000 To 03 8361 9999
03 9449 5000 To 03 9449 6699
03 8390 0000 To 03 8390 6999
03 9743 0000 To 03 9748 1999
03 8742 5000 To 03 8754 5999

03 9931 8000 To 03 9931 8999
03 9216 6000 To 03 9219 7999
03 9953 8000 To 03 9971 8999

As these circumstances were outside of QTelecom's control, QTelecom is claiming an exemption from compliance with time frames and performance standards required under the Telecommunications (Customer Service Guarantee) Standard 2011. Therefore QTelecom is notifying customers that normal installation and repair time frames may not be met during the period from 20 June 2016 to 10 July 2016 inclusive (based on QTelecom's estimated recovery schedule correct at the time of publication of this notice) and, under section 21 of the Telecommunications (Customer Service Guarantee) Standard 2011, QTelecom will be exempt from complying with performance standards during this period.

Yours sincerely

QTelecom Customer Care