



Severe Weather events impact service in Tasmania.

QTelecom is working to manage the significant impact to services that has occurred as a result of a series of severe weather events in the state of Tasmania on or about Saturday 4 June 2016 through to Monday 6 June 2016.

Due to the effect of damage to the Telstra telecommunications network by severe storms and flooding, there has been a significant increase in the number of services being reported as faulty. As a result, there has been some disruption to service and delays to normal installation and repair activities.

QTelecom apologises to any affected customers.

Information as to the nature of these severe weather events can be sourced from the Bureau of Meteorology (BOM). Heavy rainfall is 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; all of which were widely reported in the news media after the events.

QTelecom has identified that the effect of these circumstances may apply to approximately 2,100 services. 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 Telstra 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 3 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 affected by this exemption are those in the area which is encompassed by the state of Tasmania which includes all islands and coastal areas being part of the state of Tasmania.

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

03 6208 0000 To 03 6298 9999
03 6471 0000 To 03 6475 9999
03 6323 0000 To 03 6399 3999
03 6490 0000 To 03 6498 9999
03 6420 2000 To 03 6458 9999

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 6 June 2016 to 3 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, Telstra will be exempt from complying with performance standards during this period.

Yours sincerely

QTelecom Customer Care