



## **Severe Weather events impact service in South East Queensland**

QTelecom is working to manage the significant impact to services that has occurred as a result of a series of severe weather events across the Hunter District of New South Wales on or about Saturday 4 June through to Monday 6 June and Adelaide Metropolitan region of South Australia on or about Thursday 23 June through to Friday 24 June.

Due to the effect of damage to the telecommunications network by destructive winds and heavy rainfall in those places, there has been a significant increase in the number of QTelecom services being reported as faulty. As a result, there has been some disruption to service and delays to normal installation and repair activities in the directly affected areas, and across the Northeast Brisbane region due to the need to redeploy staff to the affected areas.

The details of effect of the extreme weather events were previously advised to affected customers in the Sydney Daily Telegraph on 10 June 2016 (reference 20160606-NSW-E-CP-HUNTER AND CENTRAL TABLELANDS) and in the Adelaide Advertiser on 29 June 2016 (reference 20160624-SA-S-C-P-GREATER ADELAIDE), QTelecom has claimed an exemption from compliance with time frames and performance standards in these areas required under the Telecommunications (Customer Service Guarantee) Standard 2011

QTelecom apologises to any affected customers.

QTelecom has identified that the effect of these circumstances may apply to approximately 1,050 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 QTelecom assesses the full effect of the severe weather conditions. Based on current information, the resumption date of normal service operations is expected to be 17 July 2016. This date is indicative only, however, and may be subject to change once the full impact of the extreme 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 is not limited to, the area starting at Shorncliffe, heading south past Brisbane Airport to the Brisbane River. Following the Brisbane River the area turns south west towards the Brisbane CBD and then north west past Ashgrove to Everton Hills. The area then heads north to Albany Creek. From Albany Creek the area heads south west past Ferny Grove to Mt Nebo then north to Mt Glorious. From Mt Glorious the area heads north to Dayboro and then east to Oakey Flats and then south east past Dakabin returning to Shorncliffe. All suburbs and towns, off shore islands and coastal areas 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:

07 3000 0800 To 07 3035 9999  
07 3421 2500 To 07 3435 5399  
07 3055 5500 To 07 3055 6999  
07 3452 9600 To 07 3456 0199  
07 3066 0000 To 07 3070 9499

07 3480 0000 To 07 3514 6199  
07 3109 0000 To 07 3109 7999  
07 3550 7000 To 07 3552 9399  
07 3131 0000 To 07 3131 6999  
07 3608 6000 To 07 3608 6999  
07 3204 3000 To 07 3270 8999  
07 3620 0000 To 07 3667 6999  
07 3285 0000 To 07 3336 3799  
07 3716 3700 To 07 3725 1599  
07 3346 4600 To 07 3407 9999  
07 3817 5000 To 07 3909 6999

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 3 July 2016 to 17 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