



Staff Redeployment impact service in part of the Brisbane and SE Queensland.

Due to the effect of a series of severe weather events which have caused damage to the telecommunications network throughout widespread areas of New South Wales, 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 part of the Brisbane area and part of the Southeast District of Queensland, as staff from this region are redeployed.

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). Destructive winds, heavy rainfall and abnormally high tides are referred to in the BOM Severe Weather warning issues for 4 June initially at 4.23pm Saturday 4 June 2016, reference number IDN20032; all of which were widely reported by most of the news media.

QTelecom has identified that the effect of these circumstances may apply to approximately 1,500 services in part of the Brisbane and Southeast District of Queensland. 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 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 encompassed in this exemption are in the area bounded by and including, but are not limited to, the area starting at Pelican Waters following the coastline south to Deception Bay then inland southwest to Murrumba Downs then southeast to Nudgee Beach. From Nudgee Beach the area heads southwest to Nundah, west past Ferny Grove to Mt Nebo then north to Mt Glorious. The area heads northwest to Toogoolawah, north to Manumbar then southeast to Wootha, west to Mount Mellum and southeast back to Pelican Waters. 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 1700 To 07 3035 9999
- 07 3511 2000 To 07 3513 6999
- 07 3109 1400 To 07 3109 1499
- 07 3550 7000 To 07 3551 3999
- 07 3131 0800 To 07 3131 4999
- 07 3621 0000 To 07 3637 6999
- 07 3204 3000 To 07 3216 5999
- 07 3667 6500 To 07 3667 6999

07 3243 5400 To 07 3267 9999
07 3817 5000 To 07 3817 9699
07 3285 0000 To 07 3298 9999
07 3828 9200 To 07 3869 8999
07 3320 5000 To 07 3335 6899
07 3881 0000 To 07 3909 2199
07 3350 0000 To 07 3385 7999
07 5343 9000 To 07 5343 9999
07 3400 0000 To 07 3410 9999
07 5390 3000 To 07 5390 3999
07 3425 0000 To 07 3430 9999
07 5413 6400 To 07 5439 9999
07 3478 4000 To 07 3500 9999
07 5490 0000 To 07 5499 4999

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 13 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, QTelecom will be exempt from complying with performance standards during this period.

Yours sincerely

QTelecom Customer Care