



**Severe Weather events impact service in the Hunter and Central Tablelands Districts and part of the Mid North Coast District of New South Wales.**

As previously notified by QTelecom, QTelecom's normal operations in the Hunter and Central Tablelands Districts and part of the Mid North Coast District of New South Wales were affected by a series of severe weather events on or about Saturday 4 June through to Monday 6 June 2016. Telstra's telecommunications network in these areas have experienced high levels of damage that resulted in delays to installation and repair activities on a significant number of services. Due to the extent of damage to the network, the impact in the affected region has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has now been extended to 31 July 2016.

QTelecom has identified that the effect of these circumstances applies to an additional 8,000 services bringing the total number of services impacted to approximately 16,100 services. This number may increase 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 31 July 2016. This date is indicative only; customers should anticipate that some further delays may occur. 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 Laurieton then following the NSW coast southwest past Forster, Nelson Bay, Newcastle and The Entrance to Patonga. From Patonga the area turns southwest past Castlereagh to Springwood, southeast to Warragamba, southwest past Porters Retreat to Peelwood then northwest to Greenethorpe. From Greenethorpe the area heads northeast to Yeoval, southeast to Glen Davis then north to Coulsons Creek. The area turns northeast past Murrurundi to Elands then southeast back to Laurieton. 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:

- 02 4014 0500 To 02 4015 9999
- 02 6390 7000 To 02 6394 9999
- 02 4028 0000 To 02 4042 1999
- 02 6521 3000 To 02 6526 9999
- 02 4320 0000 To 02 4399 9999
- 02 6537 0000 To 02 6558 9999
- 02 4560 1000 To 02 4588 9999
- 02 6570 2100 To 02 6578 9999
- 02 4720 6000 To 02 4739 9999
- 02 6591 0000 To 02 6592 9999
- 02 4751 0000 To 02 4759 9999
- 02 9456 0000 To 02 9457 9999
- 02 4780 0000 To 02 4787 3899
- 02 9472 8000 To 02 9480 0999
- 02 4902 0000 To 02 4999 9999
- 02 9652 0000 To 02 9658 8999

02 5556 0000 To 02 5556 4999  
02 9847 1000 To 02 9847 1999  
02 5594 5000 To 02 5594 5999  
02 9985 5000 To 02 9985 8999  
02 6328 8000 To 02 6369 9999

As these circumstances were outside of QTelecom's control, QTelecom is claiming an extension to time frames applying under the Telecommunications (Customer Service Guarantee) Standard 2011. This means that QTelecom is notifying customers that normal service time frames may not be met during the period of 6 June 2016 to 31 July 2016 inclusive (based on QTelecom's estimated recovery schedule correct at the time of publication of this notice)

Yours sincerely

QTelecom Customer Care