



**Severe Weather events impact service in the Southeast Coast District of Queensland and the Northern Rivers and Mid North Coast Districts of New South Wales.**

As previously notified, normal operations in the Southeast Coast District of Queensland and the Northern Rivers and Mid North Coast Districts of New South Wales were affected by a series of severe weather events on or about Saturday 4 June 2016 through to Sunday 5 June 2016.

The 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 17 July 2016.

QTelecom has identified that the effect of these circumstances applies to an additional 1,200 services bringing the total number of services impacted to approximately 6,000 services. This number may increase as QTelecom assesses the full effect of the extreme 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; 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 Steiglitz in Queensland and following the coastline south past Broad Beach crossing the NSW border past Tweed Heads and Byron Bay to Iluka. From Iluka the area turns inland to Timbarra then turns south to Jeogla then southwest to the coast at South West Rocks, following the coastline to Laurieton. From Laurieton the area turns northwest to Yarrowitch, north to Hillgrove, northeast to Tabulam then northwest to Tooloom. The area heads north crossing the NSW/QLD border to Aratula, northeast past Mutadilly to Greenbank then southeast back to Steiglitz. All suburbs and towns, off shore islands and coastal areas serviced 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 5524 0000 To 02 5525 5999
- 07 5410 1000 To 07 5410 5999
- 02 5620 0000 To 02 5620 4999
- 07 5460 6000 To 07 5469 9999
- 02 6538 1000 To 02 6538 3999
- 07 5500 1000 To 07 5598 9599
- 02 6556 6000 To 02 6567 7999
- 07 5618 6000 To 07 5618 7999
- 02 6580 0000 To 02 6597 5999
- 07 5644 3000 To 07 5644 7999
- 02 6618 0000 To 02 6639 9999
- 07 5656 1000 To 07 5656 8099
- 02 6655 0000 To 02 6692 4999

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 17 July 2016 inclusive (based on QTelecom's estimated recovery schedule correct at the time of publication of this notice).

Yours sincerely

QTelecom Customer Care