



Extreme Weather events impact service in the Adelaide Metropolitan Area.

As previously, normal operations in the Adelaide Metropolitan area of South Australia were affected by a series of extreme weather events on or about Thursday 23 June 2016 through to Friday 24 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 31 July 2016.

QTelecom has identified that the effect of these circumstances applies to an additional 2,870 services bringing the total number of services impacted to approximately 7,970 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 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 Elizabeth, travelling south westerly to Taperoo and following the coastline south to Christie Downs. From Christie Downs, the area travels east to Mt Barker and north to Inglewood via Lenswood. The area continues north through Sampson Flat and turns westerly back to Elizabeth. All suburbs, 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:

08 7210 0000 To 08 7210 9999
08 8100 0000 To 08 8116 9999
08 7285 1000 To 08 7285 6999
08 8130 0000 To 08 8139 9999
08 7389 0000 To 08 7389 9999
08 8150 0000 To 08 8449 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 24 June 2016 to 31 July 2016 inclusive (based on QTelecom's estimated recovery schedule correct at the time of publication of this notice).

Regards

QTelecom Customer Care