



Severe Weather events impact service in the North East District of Victoria and parts of the Riverina, South West Slopes and Snowy Mountains Districts of New South Wales.

QTelecom is working to manage the significant impact to services that has occurred as a result of a series of severe weather events in the North East District of Victoria and parts of the Riverina, South West Slopes and Snowy Mountains Districts of New South Wales on or about Friday 22 July 2016 through to Saturday 23 July 2016.

Due to the effect of damage to the telecommunications network by severe storms, there has been a significant increase in the number of services being reported as faulty. As a result, there has been some disruption to service and delays to normal installation and repair activities.

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). Heavy rainfall and damaging winds are referred to in the BOM Severe Weather Warning issued for 22 July 2016 initially at 5:21 am EST on Friday 22 July 2016, reference number IDV28000; all of which were widely reported in the news media after the events.

ATelecom has identified that the effect of these circumstances may apply to approximately 1,550 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 QTelecom's normal service operations is expected to be 21 August 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 not limited to, the area starting at Thoonah heading northeast past Rutherglen and continuing northeast crossing the VIC/NSW border past Brocklesby to Walbundrie. The area turns northwest to Daysdale, northeast past Matong to Quandialla, southeast to Narrawa and southwest to Jugiong. From Jugiong the area heads southeast to Tumorrana, south to Cabramurra then northwest to Mannus. The area turns south crossing the NSW/VIC border to Dartmouth, southwest to Dinner Plain, west to Tolmie then northwest back to Thoonah. All suburbs and towns serviced by Telstra 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 5924 4000 To 02 5942 3999
02 6971 0000 To 02 6982 9999
02 5963 3000 To 02 5963 3999
03 5150 8000 To 03 5159 6999
02 6020 0000 To 02 6075 9999
03 5720 0000 To 03 5732 9999
02 6380 0000 To 02 6391 6999
03 5750 1000 To 03 5759 4999
02 6920 0000 To 02 6949 5999

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 25 July 2016 to 21 August 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